



MUNICIPALITY OF SAN SIMON, PAMPANGA

CITIZEN'S CHARTER 2019 (2nd Edition)



I. Mandate:

As enshrined in the provisions of the Local Government Code, the local government unit (LGU) of San Simon, Pampanga now exercised powers as a political subdivision of the national government (body politic) and as a corporate entity representing the inhabitants of its territory to underscore the general administration, executive direction, control, supervision and operation of the municipal government through the preservation and enrichment of culture, promotion of health and safety, enhancing the right of people to a balanced ecology, encouraging the development of appropriate and self-reliant scientific and technological capabilities, improving public morals, enhancing economic prosperity and social justice, promoting full employment, maintaining peace and order and preserving the comfort of the constituents brought about by the organizational development that the LGU is presently today.

II. Vision:

We envision San Simon to be the leading LGU of Central Luzon through its diversified economy in Agriculture, Commercial, Industrial and Infrastructures sustained by God loving, disciplined, healthy, educated, competitive and participative people living in a peaceful, safe and clean environment in harmony with a committed, responsive and innovative good local governance.

III. Mission:

Serbisyung Tutu Para King Balen: To elevate the standards of government service by implementing comprehensive and sustainable Programs, Projects and Activities which are geared towards a holistic and balanced development of San Simon.

IV. Service Pledge:

San Simon is envisioned to be the leading LGU of Central Luzon through its diversified economy in Agriculture, Commercial, Industrial and Infrastructures with its phenomenal growth primarily led by private investments and responsive, responsible and clean governance. Anchored with the administration's Public Service Pledge "Serbisyung Tutu Para King Balen" or TRUE Public Service



Transparent & Trusted Leadership,

Responsive & Resilient Programs, Projects and Services,

Unparalleled Participation of the Civil Society Organizations and the Private Sector in Good Local Governance, and

Environment and investment conscious infrastructure and socioeconomic development.

WE COMMIT TO:

1. Guide the municipality towards nurturing an empowered, healthy, educated, disciplined and God-loving citizenry by ensuring comprehensive access to and delivery of quality social services in San Simon;
2. Guide the municipality in keeping its focus in agriculture, commerce, trade and industry, promoting full employment among the local residents, and generating more income through private investment promotion, and creation of a competitive, and environment-friendly diversified economy.
3. Improve the environmental management of the Local Government of San Simon through the practice of environmental governance, strengthening the implementation of environmental policies, and adapting climate change and disaster risk resilient development plans and programs for a sustainable environment;
4. Provide efficient, balanced, and sufficient infrastructure system for easy movement of people, services, and goods. Furthermore, to support the development output from the different sectors; and
5. Build a dynamic, innovative and empowered local government unit in San Simon who will utilize effective and efficient fiscal management practices and strong development planning, and be supported by a development-oriented legislative department and an active and expansive linkage with POs, NGOs and CSOs.



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Office of the Mayor

External Services



1. Business One Stop Shop (BOSS) Services a.1) Securing Fire Safety Inspection Certificate or Certification of non-coverage for New Business

Service Information: This is in accordance with the Section 8 of the Implementing Rules and Regulations of the Fire Code of the Philippines (P.D.1185). A fire safety inspection shall be conducted by the Director General or his duly authorized representative as a pre requisite to the grant of permit and/or licenses by the local governments and other agencies concerned.

Office or Division:	Office of the Mayor- BFP/ BOSS	
Classification:	Simple	
Type of Transaction:	G2B- Government to Business	
Who may avail:	Owner, Contractor or Business Entity	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Accomplished application form for FSIC/Unified Application Form (UAF)		BOSS Site- BFP Desk
Certified true copy of valid Occupancy Permit		Municipal Engineer's Office
Assessment of Business Permit Fee/Tax Assessment Bill		BPLO
Affidavit of Undertaking that there was no substantial changes made on building/ establishment		Building owner, Contractor or Business Entity
Copy of Fire Insurance, if necessary		Insurance company
Fire Safety Maintenance Report (FSMR) if necessary		Building owner, his/her fire safety practitioner or authorized representative



Management Certificate for Hot Works, if necessary		Municipal Fire Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit the application form for FSIC/UAF	1. Receiving and recording	Fifteen percent (15%) of all fees charged by the Local Government Unit (LGU) but no case shall be lower than P 500 FORMULA All fees charged by the LGU X 0.15 Payment should be > P 500.00	10 Minutes	<i>BFP Representative</i> BOSS
2. Wait for Fire Code Fees (FCF) assessment	2. Assessment/ issuance of OPS		10 Minutes	<i>BFP Representative</i> BOSS
3. Pay the assessed FCF amount reflected in the Order Of Payment Slip (OPS)	3. FCF Collection and issuance of Official Receipt (OR)		10 Minutes	<i>BFP Representative</i> BOSS
4. Wait for the released of Claim Stub	4. Releasing the claim stub		5 Minutes	<i>BFP Representative</i> BOSS
	4.1. Inspection and issuance of appropriate documents		Maximum one (1) day-with valid FSIC for occupancy Maximum three (3) days-without valid FSIC for occupancy	<i>Fire Marshal</i> Municipal Fire Station
5. Claim the FSIC/Notice to Comply (NTC)	5. Releasing the FSIC/NTC		10 Minutes	<i>BFP Representative</i> BOSS
TOTAL			1 day/ 3 days and 45 Minutes	



1. Business One Stop Shop (BOSS) Services a.2) Securing Fire Safety Inspection Certificate or Certification of non-coverage for Business Renewal

Service Information: This is in accordance with the Section 8 of the Implementing Rules and Regulations of the Fire Code of the Philippines (P.D.1185). A fire safety inspection shall be conducted by the Director General or his duly authorized representative as a prerequisite to the grant of permit and/or licenses by the local governments and other agencies concerned.

Office or Division:	Office of the Mayor- BFP/ BOSS			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business			
Who may avail:	Owner, Contractor or Business Entity			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplished application form for FSIC/Unified Application Form (UAF)			BOSS Site- BFP Desk	
Assessment of Business Permit Fee/Tax Assessment Bill			BPLO	
Copy of Fire Insurance, if necessary			Insurance company	
Fire Safety Maintenance Report (FSMR) if necessary			Building owner, his/her fire safety practitioner or authorized representative	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit the application	1. Receiving and recording	Fifteen percent	10 Minutes	<i>BFP Representative</i>



form for FSIC/UAF		(15%) of all fees		BOSS
2. Wait for Fire Code Fees (FCF) assessment	2. Assessment/ issuance of OPS	charged by the Local Government Unit	10 Minutes	<i>BFP Representative</i> BOSS
3. Pay the assessed FCF amount reflected in the Order Of Payment Slip (OPS)	3. FCF Collection and issuance of Official Receipt (OR)	(LGU) but no case shall be lower than	10 Minutes	<i>BFP Representative</i> BOSS
4. Wait for the released of Claim Stub	4. Releasing the claim stub	P 500 FORMULA	5 Minutes	<i>BFP Representative</i> BOSS
	4.1. Inspection and issuance of appropriate documents	All fees charged by the LGU X 0.15 Payment should be > P 500.00	Maximum one (1) day Maximum three (3) days - for establishment with expired FSIC or with noted violations included in the negative list	<i>Fire Marshal</i> Municipal Fire Station
5. Claim the FSIC/Notice to Comply (NTC)	5. Releasing the FSIC/NTC		10 Minutes	<i>BFP Representative</i> BOSS
TOTAL			1 day/ 3 days and 45 Minutes	

1. Business One Stop Shop (BOSS) Services b) Securing Sanitary Permit



Service Information: SANITARY PERMIT is required to all business establishments to secure upon application for Business Permit to ensure that the establishment complies with the laws and/ or ordinances pertaining to health and sanitation in the Municipality.

Office or Division:	Office of the Mayor- RHU/ BOSS	
Classification:	Simple	
Type of Transaction:	G2B- Government to Business	
Who may avail:	All Business Entity in San Simon	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
INDUSTRIAL ESTABLISHMENTS/ MANUFACTURING/ WAREHOUSING (One copy each) <ol style="list-style-type: none"> 1. ECC (Env. Compliance Certificate) 2. CNC (Cert. of Non-Coverage) 3. PTO (Permit to Operate) 4. DP (Discharge Permit) 5. Waste Generator - 6. Air ambient test result 7. Waste water test result (Effluent) 8. Water Test Result (Bacteriology-every other month, Phy-Chem- semi-annual) 9. Operational clearance if own deep well 10. Vermin & Odor Control 11. PCO (Pollution Control Officer)-Cert./Contract 12. FIRST AIDER/NURSE -Cert./Contract, 13. Safety Officer Certification/Contract 		DENR DENR DENR DENR DENR DENR DENR DOH accredited water lab DOH Company DENR Company Company



<ol style="list-style-type: none"> 14. First Aid Kit Corner/Room with Medical Supplies, Clinic 15. Physician Part Time 16. Waste Water Treatment Facility Design & Provision 17. Proper waste segregation/Disposal 18. Business name signage posted in front of the business premises 19. Health Certificate Requirements = CHEST XRAY (PA), URINALYSIS, FECALYSIS (optional = DRUG TEST, , HEPA B SCREENING, IMMUNIZATION) 20. Others- FDA Certificate, License to Operate, Operational Permit, NMIS Clearance 	<p>Company Company Company Company Company</p> <p>DOH accredited medical lab</p> <p>FDA/ NMIS</p>
<p>WATER WORKS/ WATER REFILLING STATIONS (One copy each)</p> <ol style="list-style-type: none"> 1. Indorsement from RHU 2. Inspection report of Sanitary Inspector 3. Water Site Clearance 4. Certificate of Potability 5. Physical/Chemical=Semi-annual, Bacteriology analysis=Monthly (Per PNSDW 2017) Raw & Product 6. Sanitary Plan with Engineers Report Signed & Sealed (3copies) 7. Development Plan/ Site Development 8. Feasibility Study 9. ECC/CNC 10. Development Permit 11. Barangay Clearance 12. Title of Lot/ Memorandum of Agreement/ Contract of Lease/ 	<p>RHU RHU RHU RHU DOH accredited water lab</p> <p>Licensed professional</p> <p>Licensed professional Licensed professional</p> <p>DENR SB Barangay Company</p>



<p>Tax Declaration of Real Property</p> <ol style="list-style-type: none"> 13. Vicinity Map/ Location Plan 14. Sanitary Survey 15. Water Permit 16. Health Certificate Requirements = CHEST XRAY (PA), URINALYSIS, FECALYSIS (optional = DRUG TEST, , HEPA B SCREENING, IMMUNIZATION) 	<p>Company RHU NWRB DOH accredited medical lab</p>
<p>FOOD ESTABLISHMENT/FOOD PROCESSING/AMBULANT VENDOR (One copy each)</p> <ol style="list-style-type: none"> 1. Sanitary Plan- Sign & Sealed Sanitary Engineer 2. Grease Trap or Equal Process 3. Waste Water Treatment Facility Design & Provision 4. Food and Drug Permit (FDA) Updated License to Operate 5. DTI Certificate- Business Name 6. NMIS (National Meat Inspection Service) Clearance 7. Physical/Chemical=Semi-annual, Bacteriology analysis=Monthly (Per PNSDW 2017) <p>Raw & Product (Certificate of Potability- MHO)</p> <ol style="list-style-type: none"> 8. Photos of Sanitary Facilities – Lavatories/ Comfort rooms, etc 9. Insect and Vermin Control measure 10. Food Handlers Training 11. First Aid Corner/Room with Medicine supplies, First Aider 12. Waste Water Test result (effluent)Annual 13. Health Certificate Requirements = CHEST XRAY (PA), URINALYSIS, FECALYSIS, HEPA B SCREENING, IMMUNIZATION (optional = DRUG TEST) 	<p>Licensed professional Company Company FDA DTI NMIS DOH accredited lab</p> <p>Company Company RHU Company DOH accredited lab DOH accredited medical lab</p>
<p>FUNERAL PARLORS (One copy each)</p>	



<ol style="list-style-type: none"> 1. Certificate- Business Name 2. Sanitary Plan- Sign & Sealed Sanitary Engineer 3. Waste Water Treatment Facility Design & Provision 4. Photos of Establishments with adjacent area shown 5. License/registration of Embalmer 6. For change of ownership, Notify Health officer within 14 days and submit New Documents 7. Inspection of Sanitary Facilities at a minimum of every 3 months (Sanitary engineer/Sanitary Inspector) to do the inspection 8. ECC/CNC 9. License to Operate, Discharge Permit 10. Pollution Control Officer Certification/contract 11. Initial Operational Clearance/ Operational Permit – DOH 12. Waste Water Test result (effluent)Annual 13. Health Certificate Requirements = CHEST XRAY (PA), URINALYSIS, FECALYSIS (optional = DRUG TEST, , HEPA B SCREENING, IMMUNIZATION) 	<p>DTI Licensed professional Company Company DOH Company</p> <p>RHU</p> <p>DENR DENR DENR DOH DOH accredited lab DOH accredited medical lab</p>
<p>PUBLIC PLACES SCHOOLS/ HOTELS/ BOARDING HOUSE/ MARKETS/ SUPERMARKETS/ GROCERIES/ MALL/ ABBATOIRS/ TONSORIAL/ MUNICIPAL HALL/ FINANCING INSTITUTION/ BUS STOP/ STATIONS/ COMPUTER SHOP/ RELIGIOUS BLDGS./ ARENA/ RESORTS/ SWIMMING POOL/ COCKPIT ARENA (One copy each)</p> <ol style="list-style-type: none"> 1. Sanitary Plan- Sign & Sealed Sanitary Engineer 2. Photos of Sanitary Facilities 3. ECC 4. Certificate- Business Name 5. Physical/Chemical= Annual, Bacteriology analysis= Quarterly <p>(Per PNSDW 2017)</p>	<p>Licensed professional Company DENR DTI DOH accredited lab</p>



6. License to Operate 7. First Aid Corner/Room with Medicine supplies, First Aider 8. Health Certificate Requirements = CHEST XRAY (PA), URINALYSIS, FECALYSIS, IMMUNIZATION (optional = DRUG TEST, HEPA B SCREENING,)		DENR Company DOH accredited medical lab		
TONSORIAL ESTABLISHMENTS BARBER SHOPS, BEAUTY PARLORS, MASSAGE CLINIC, SPA (One copy each)		DTI Barangay Company Company Company Company Company DOH accredited medical lab		
		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CLIENT STEPS	AGENCY ACTIONS			
1. Sign in the client logbook	1. Preparation of logbook for signing	None	5 Minutes	<i>Sanitary Inspector I</i> BOSS
2. Submit all required sanitary requirements	2. Receiving		5 Minutes	<i>Sanitary Inspector I</i> BOSS



	2.1. Assessment and verification of the completeness of documents		10 Minutes	Sanitary Inspector I BOSS
	2.2. Data encoding		5 Minutes	Sanitary Inspector I BOSS
3. Proceed to windows 1,2 or 3 for assessment, payment and releasing of sanitary permit	3. Onetime assessment of fees and charges for sanitary permit	(See BPLO)	5 Minutes	Administrative Aide I BPLO/MTO
	3.1. Collection of payment and issuance of Official Receipt		5 Minutes	Administrative Aide I BPLO/MTO
	3.2. Releasing the sanitary permit		5 Minutes	Sanitary Inspector I BOSS
TOTAL			40 Minutes	

1. Business One Stop Shop (BOSS) Services c) Securing Occupancy Permit

Service Information: AN OCCUPANCY Permit is required before any building or structure is used or occupied. It is usually secured after the completion of a structure. It is also required if there is any change in the existing use or occupancy Classification of a building, structure or any portion thereof.

Office or Division:	Office of the Engineering
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	All Business Entity in San Simon
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



Approved building plan/s	Office of the Engineering			
Accomplished application forms (Building, Sanitary/Plumbing & Electrical) (2 copies)	Office of the Engineering			
Inspection Report (1 copy)	Office of the Engineering			
Fire Safety Inspection Certificate (1 copy)	BFP			
Construction Logbook duly signed and sealed by licensed professionals	Licensed professionals			
As-built plans if the approved plan was altered during actual Construction (2 sets)	Licensed professionals			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish application form	1. Secure application form and schedule for Occupancy ocular inspection.	Occupancy Permit Fees Based on NBDCO (P.D. 1096) DPWH Memorandum Circular No. 1 Series of 2004 Item No. 10.	5 Minutes	<i>Draftsman</i> BOSS
	1.1. Endorse to BFP.		10 Minutes	<i>Mun. Engineer</i> MEO
	1.2. Conduct ocular inspection.		60 Minutes	<i>Mun. Engineer</i> MEO
2. Submit application and required documents for review.	2. Submit application and required documents for review.		30 Minutes	<i>Draftsman</i> BOSS
	2.1. Prepare and print Certificate of Occupancy.		15 Minutes	<i>Draftsman</i> BOSS
	2.2. Evaluate documents.		30 Minutes	<i>Mun. Engineer</i> MEO
	2.3. Assess fees and charges.		15 Minutes	<i>Mun. Engineer</i> MEO
	2.4. Prepare the order of payment.		5 Minutes	<i>Draftsman</i> BOSS



3. Pay corresponding fee.	3. Receive the copy of receipt as proof of payment.		1 Minutes	Mun. Engineer MEO
	3.1. Approve Occupancy Permit.		20 Minutes	Mun. Engineer MEO
	3.2. Record and release Occupancy Permit.		15 Minutes	Draftsman BOSS
	3.3. File duplicate copy.		3 Minutes	Draftsman BOSS
TOTAL			3 Hours and 30 Minutes	

1. Business One Stop Shop (BOSS) Services d) Securing Zoning Clearance/ Certificate

Service Information: Business Establishments are required to secure a Zoning Clearance upon application for Business Permit to ensure that the establishment is allowed in the chosen location as per the Municipal Land Use Plan (MLUP) and other relevant zoning and land use ordinances. The Municipal Planning and Development Coordinator (MPDC)/ Zoning Administrator issues the Zoning Clearance. Business granted Zoning Certificates are periodically inspected in order to ensure compliance.

Office or Division:	Office of the Mayor- Zoning/ BOSS		
Classification:	Simple		
Type of Transaction:	G2B- Government to Business		
Who may avail:	Owner, Contractor or Business Entity		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Application Form		BOSS	
TOTAL		P 50.00	28 Minutes



Business Permit and Licensing Office
External Services



Securing a New Business Permit (Walk-in Application)

All Business Establishments must acquire Mayor's / Business Permit prior to its operation.

Office or Division:	Business Permit and Licensing Office
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	Business Establishments within the territorial jurisdiction of San Simon Pampanga
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Accomplished Unified Application Form	Public Assistance and Complaint Desk (BOSS)
Proof of Business Registration, Incorporation, or Legal Personality (ie, DTI / SEC / CDA) (1 copy and/or photocopy)	DTI, SEC, CDA
Basis of Computing taxes, fees and charges (e.g. Business Capitalization) (1 copy and/or photocopy)	Business Owner
Occupancy Permit (If Required by National Law) (1 copy and/or photocopy)	Engineering Office (BOSS)
Barangay Clearance for Business that doesn't require Occupancy Permit	BPLO (System Integrated)
Contract of Lease (If Lessee) / Lessor's Permit (1 copy and/or photocopy)	Lessor
*If Applying thru a Representative: 1. Written Authorization Letter, J. ID of representative, and: K. Whichever is applicable in the following: a. For Single Proprietorship - ID of registered owner b. For Partnership - Partnership Certificate or Authorization from one of the partners c. For Corporation - Secretary's Certificate d. Cooperative - Secretary's Certificate	Business Owner (Basis: R.A. 10173 - Data Privacy Act of 2012)
Other Requirements (Post-Audit Inspection by Joint Inspection Team)	
Zoning Certificate (1 copy and/or photocopy)	MPDC (BOSS)
Sanitary Permit (1 copy and/or photocopy)	Sanitary (BOSS)
Occupancy Permit (1 copy and/or photocopy)	Engineering Office (BOSS)
Fire Safety Inspection Certificate or Certification of non-coverage or similar documents of that nature (1 copy and/or photocopy)	Bureau of Fire Protection



MEnRO Certificate / ECC (For High Risk Industries) (1 copy and/or photocopy)		MEnRO (BOSS)		
Certificate of Registration (COR) & Authority to Operate (AO) (For Pawnshop, Foreign Exchange Dealer, Money Changers and Remittance Agents) (1 copy and/or photocopy)		BSP – Bangko Sentral ng Pilipinas (Basis: DILG-BSP Joint Memorandum Circular No. 01 Series of 2019)		
Certificate of Registration (COR) (For Animal Facilities) (1 copy and/or photocopy)		DA-BAI Department of Agriculture-Bureau of Animal Industry (Basis: DILG Memorandum Circular No. 2016-12)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Accomplished Unified Application Form and Documentary Requirements for Verification and Processing -When your Queueing number is called, proceed to the designated Window (Windows 1, 2 or 3) for Encoding and Assessment.	1.1 Receive and verify Accomplished Unified Application Form and Documentary Requirements Upon validation of the business application requirements, queueing tickets and complimentary WiFi vouchers will be issued accordingly	None	5 Minutes	Receiving Clerks/Administrative Aide/IT Tech Support (Business Permit and Licensing Office / Department of the Information Technology / Mayor's Office)
	1.2 Encode Business Information (Unified Application Form)	None	15 Minutes	Assessment Clerks (Business License and Permit Office)
	1.3 Endorse Application to Regulatory Offices			
	1.4 Prepare One-time assessment of fees and charges including business CTC, barangay clearance for business and BFP fees			



Mayor's Permit – (Chapter III Article A)	
On Manufacturers/Importers/Producers	
Cottage	Php 200.00
Small	Php 500.00
Medium	Php 3000.00
Large	Php 5000.00
On Banks	
Rural, Thrift and Savings Banks	Php 1,000.00
Commercial, Industrial and Development Banks	Php 3,000.00
Universal Banks	Php 5,000.00
On Other Financial Institutions	
Small	Php 1,000.00
Medium	Php 3,000.00
Large	Php 5,000.00
On Contractors / Service Establishments	
Cottage	Php 3,000.00
Small	Php 3,000.00
Medium	Php 5,000.00
Large	Php 10,000.00
On Wholesalers/Retailers/Dealers or Distributors	
Cottage	Php 1,000.00
Small	Php 2,000.00
Medium	Php 3,000.00
Large	Php 4,000.00
On Transloading Operations	
Medium	Php 2,000.00
Large	Php 4,000.00
Other Businesses	
Cottage	Php 100.00
Small	Php 400.00
Medium	Php 800.00
Large	Php 1,000.00
Subscription / Comp. Fee – (Chapter IV Article I, Chapter IV Article A)	
Subscription Fee	Php 100.00 – 500.00
Photocopy or any other copy produced by copying machine	Php 50.00
Inspection – (Chapter III Article T)	
On factories or Warehouses of Combustible, Flammable or Explosive Materials	Php 120.00
On Gasoline Stations and Similar Establishments	Php 120.00
On sari-sari stores and other similar Establishments Storing Combustible, Flammable or Explosive Material	Php 120.00
On all other establishments not storing combustible. Flammable or explosive material	Php 120.00
Sanitary Permit – (Chapter IV Article D)	
For House for Rent	Php 100.00
For each Business, Industrial or Agricultural Establishment	



With an area of 25 sqm or more But less than 50 sqm	Php 100.00
With an area of 50 sqm or more But less than 100 sqm	Php 250.00
With an area of 100 sqm or more But less than 200 sqm	Php 350.00
With an area of 200 sqm or more But less than 500 sqm	Php 500.00
With an area of 500 sqm or more But less than 1000 sqm	Php 1,000.00
With an area of 1000 sqm or more But less than 1500 sqm	Php 2,000.00
With an area of 1500 sqm or more	Php 3,000.00
Health Certificate – (Chapter IV Article E)	
For each Person	Php 50.00
For each Additional Copy of Subsequent issuance of a copy of the initial medical certificate issued by the Municipal Health Officer	Php 20.00
Individual Mayor’s Permit Fee – (Chapter III Article M)	
On Employees and workers in generally considered “Offensive and Dangerous Business Establishments”	Php 100.00
On Employees and workers in commercial establishments who cater or attend to the daily needs of the inquiring or paying public	Php 100.00
On Employees and workers in food or eatery establishments	Php 100.00
On Employees and workers in night or night and day establishment	Php 100.00
All Occupation or calling subject to periodic inspection, surveillance and /or regulations by the Municipal Mayor like animal trainer, auctioneer, barber, bartender, beautician, bondsman, bookkeeper, butcher, blacksmith, carpenter, carver, chambermaid, cook, criminologist, electrician, electronic technician, club/floor manager, forensic electronic expert, fortune teller, hair stylist, handwriting expert, hospital attendant, lifeguard, magician, make-up artist, manicurist, masonry worker, masseur, attendant mechanic, certified “hilot”, painter, musician, pianist, photographer (itinerant), professional boxer	Php 130.00
Environmental Fee – (Ordinance 13-001 Chapter II Sec 19)	
Residential	
Single detached building with a floor area of	
300 sqm or more	Php 40.00 / Monthly
Below 300 sqm	Php 30.00 / Monthly
Multiple dwelling / Apartment Style	Php 30.00 / Monthly
Industrial and Manufacturer	
Annual Gross of at least Php10M	Php 10,000.00 / Annum
Annual Gross of at least Php1M but not	Php 7,000.00 / Annum



Exceeding Php10M	
Annual Gross of at least Php500,000.00 but not Exceeding Php1M	Php 5,000.00 / Annum
Annual Gross below Php500,000.00	Php 3,000.00 / Annum
Commercial Establishments	
Fast Food Chain	Php 3,000.00 / Annum
Restaurants, Hotels & Motels	Php 1,000.00 / Annum
Fast Food Store	Php 1,000.00 / Annum
Gasoline and Service Station	Php 730.00 / Annum
Lumberyard & Hardware	Php 730.00 / Annum
Motor Vehicle Dealer	Php 730.00 / Annum
Groceries	Php 730.00 / Annum
Dry Good Store	Php 730.00 / Annum
Fish, Meat & Chicken Vendor	Php 730.00 / Annum
Vegetable & Fruit Vendor	Php 730.00 / Annum
Carenderias & Eateries	Php 730.00 / Annum
Glassware Store	Php 730.00 / Annum
Bakery & Bakeshop Store	Php 730.00 / Annum
Shoe Store	Php 730.00 / Annum
Barber & Beauty Shop	Php 730.00 / Annum
Dress and Tailoring Shop	Php 730.00 / Annum
Flower Shop	Php 730.00 / Annum
Music and Record Shop	Php 730.00 / Annum
Copying Machine, Wood Frames & Photography Shop	Php 730.00 / Annum
Pet Shop	Php 730.00 / Annum
LPG Shop	Php 730.00 / Annum
Hospital & Medical Institution	
Hospital	Php 5,000.00 / Annum
Medical Clinics w/ Confinement Facilities	Php 3,000.00 / Annum
Medical & Dental Clinic w/ X-Ray, Ultrasound CT Scan	Php 1,000.00 / Annum
Drug Store	Php 730.00 / Annum
Optometrist Shop	Php 730.00 / Annum
Medical Laboratories	Php 730.00 / Annum
Other Hospital Medical Institutions not enumerated Above	Php 730.00 / Annum
Financial Institutions	
Banks	Php 1,500.00 / Annum
Financing & Credit Loan	Php 730.00 / Annum
Pawnshop & Jewelry Shop	Php 730.00 / Annum
Insurance & Bonding Company	Php 730.00 / Annum
Other Financial Institution not Enumerated Above	Php 730.00 / Annum
Educational Institutions	
Universities & College	Php 4,000.00 / Annum
HS & Vocational Schools	Php 2,500.00 / Annum
Elementary, Nursery & Kinder School	Php 2,000.00 / Annum



Other Educational Institution not enumerated Above	Php 1,000.00 / Annum
Energy, Transport & Communication	
Bus/Mini Bus Companies w/ Terminals	Php 4,000.00 / Annum
Electric Company	Php 2,000.00 / Annum
Telephone & Communications	Php 2,000.00 / Annum
Water Service Company	Php 2,000.00 / Annum
Air Transport Terminals	Php 2,000.00 / Annum
TV, Cable, Radio Stations	Php 1,000.00 / Annum
Other Energy, Transport & Communication not Enumerated	Php 1,000.00 / Annum
Entertainment	
Cinemas	Php 1,500.00 / Annum
Cockpit Arenas	Php 730.00 / Annum
Videoke Bars	Php 730.00 / Annum
Billiards & Pool Shops	Php 730.00 / Annum
Bowling Alleys	Php 730.00 / Annum
Other Entertainment not Enumerated Above	Php 730.00 / Annum
Private Offices	
Accounting, Lawyer, Real Estate, Advertising Insurance, Travel Agency etc.	Php 730.00 / Annum
Others	Php 730.00 / Annum
Agricultural	
Piggery, Poultry and Cattle Farms	Php 730.00 / Annum
Nursery Orchids & Flower Growers	Php 730.00 / Annum
Poultry, Agricultural Farms Store	Php 730.00 / Annum
Other Agricultural not Enumerated Above	Php 730.00 / Annum
Repair Shops	
Motor Vehicle Repair Shops	Php 730.00 / Annum
Battery and Electronic Repair Shops	Php 730.00 / Annum
Appliance Repair Shops	Php 730.00 / Annum
Other Repair Shops not Enumerated Above	Php 730.00 / Annum
Wholesaler and Dealers	
Chicken Dealer with Chicken Dressing House	Php 2,000.00 / Annum
Coconut & Buco Dealer w/ Wholesale	Php 2,500.00 / Annum
Beer and Softdrink	Php 1,500.00 / Annum
Meat Dealer	Php 1,500.00 / Annum
Fruits and Vegetable Dealers	Php 1,500.00 / Annum
Other Wholesale & Dealer not Enumerated Above	Php 1,000.00 / Annum
Others	
Machine Shop	Php 1,500.00 / Annum
Brake & Clutch Bonding Shop	Php 1,500.00 / Annum
Vulcanizing and Junk Shop	Php 1,500.00 / Annum
Gravel & Sand	Php 1,500.00 / Annum
Iron & Metal Craft	Php 1,500.00 / Annum
Sash & Wood Craft	Php 1,500.00 / Annum
Coffin and Casket Maker	Php 1,500.00 / Annum
Memorial Parks	Php 1,500.00 / Annum



Funeral Parlor		Php 1,500.00 / Annum		
Furniture Store		Php 1,500.00 / Annum		
Public and Private Stall Holders		Php 1,500.00 / Annum		
Warehouse of any kind		Php 1,500.00 / Annum		
Food Stands, Barbecue Stands		Php 1,500.00 / Annum		
Cold Storage (Retailer)		Php 1,500.00 / Annum		
Accounting, Bookkeeping, Auditing and Other allied Services		Php 1,500.00 / Annum		
Paint, Advertising & Art Shop		Php 1,500.00 / Annum		
Small Sari-sari Store (Barangay)		Php 200.00 / Annum		
Other not Enumerated Above		Php 730.00 / Annum		
Other Applicable Fees				
Business Plate		Php 250.00		
-Receive Approved Billing Statement	1.5 Review Billing Assessment	None		Assessment Clerks/ Assessment Officer/ BLPO Chief (Business License and Permit Office) / Municipal Treasurer (Treasurer's Office)
	1.6 Print and Issue Approved Billing Assessment			
	1.7 Requeue Client to Business Payment Window (Window 5)			
2. Pay Corresponding Assessed Fees and Taxes -When your Queueing number is called, proceed to the designated Window (Window 5) for Business Payment	2.1 Receive Payment and Issue Official Receipt	None	5 Minutes	Local Revenue/ Collection Officer (Treasurer's Office)
	2.2 Requeue Client to BFP (Window 13)			
3. Claim Business Permit together with Business Plate, and Barangay Business Clearance for Business	3.1 Verify BFP (FSIC) validity. -eRequirements Module (eBOSS)	None		Clerks from Regulatory Offices (Bureau of Fire Protection)



<p>-When your Queueing number is called, proceed to the designated Window (Window 13) for BFP and (Window 14) for Business Payment</p> <p>-Accomplish Client Feedback Form</p>	<p>3.2 Requeue Client to Business Permit Releasing (Window 14)</p>	<p>None</p>	<p>5 Minutes</p>	<p>Releasing Clerks/ Administrative Aide (Business Permit and Licensing Office)</p>
	<p>3.3 Prepare and Issue Barangay Clearance for Business, Business Permit and Business Plate</p> <p>-While waiting for the Printing of Permits, Assist Client (Scan QR Code from Issued Queueing Ticket) for electronic Client Feedback Form</p>			
<p>*Online Payment</p> <p>Proceed to Pay Online option in the San Simon EODB Online to pay the Corresponding Assessed Fees and Taxes. Client will be automatically redirected to online payment portal options.</p> <p>Upon fulfilling all regulatory requirements, the electronic copy of the business permit will be accessible for download on the client's San Simon EODB Online Account.</p>	<p>Upon successful online transaction, the processor will print the official receipt (OR) and mark the transaction as paid.</p> <p>Regulatory offices will be notified of the payment and will proceed to process the application accordingly.</p>	<p>-</p>	<p>-</p>	<p>Assessment Clerks/ Assessment Officer/ BLPO Chief (Business License and Permit Office) / Municipal Treasurer (Treasurer's Office)</p> <p>Clerks from Regulatory Offices (Bureau of Fire Protection)</p>
<p>TOTAL</p>			<p>30 Minutes</p>	



Note:

JJ. eRequirements Module (eBOSS) will inhibit Business Permit Generation until full compliance is achieved

KK. only applications with complete requirements will be processed else see Business Permit Application – Denied

LL. Post-audit inspections will be conducted following the Business Application process. Upon a thorough ocular inspection by the Joint Inspection Team (JIT), any identified violations will be promptly endorsed to the JIT Team Leader. The JIT Team Leader will then take the necessary and appropriate actions in response to the identified violations.

***Online Payment**

Before proceeding with your online payment, please ensure that you have a registered account on San Simon EODB Online, and that your business is linked to your account. You'll find the "Pay Now" button conveniently located on the Assessment Page. Simply clicking on it will direct you to various online payment portal options. Alternatively, if you prefer to pay online by scanning the QR Code on your Billing Assessment form, this will seamlessly lead you to the San Simon EODB Online QR Link Tool. From there, clicking the "Pay Online" Button triggers an automatic email sent to your business email, containing the necessary link for your chosen online payment platform options.



Renewal of Business Permit (Walk-in Application)

All Business Establishments must be renewed annually, on or before January 20.

Penalties are imposed after this period.

Office or Division:	Business Permit and Licensing Office	
Classification:	Simple	
Type of Transaction:	G2B – Government to Business	
Who may avail:	Business Establishments within the territorial jurisdiction of San Simon Pampanga	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Accomplished Unified Application Form		Public Assistance and Complaint Desk (BOSS)
Basis of Computing taxes, fees and charges (e.g. Gross Sales) (1 copy and/or photocopy)		Income Tax Return (BIR) / Business Owner
Barangay Clearance for Business		BPLO (System Integrated)
<p>*If Applying thru a Representative: 1. Written Authorization Letter, JJJ. ID of representative, and: KKK. Whichever is applicable in the following: a. For Single Proprietorship - ID of registered owner b. For Partnership - Partnership Certificate or Authorization from one of the partners c. For Corporation - Secretary's Certificate d. Cooperative - Secretary's Certificate</p>		Business Owner (Basis: R.A. 10173 - Data Privacy Act of 2012)
Other Requirements (Post-Audit Inspection by Joint Inspection Team)		
Sanitary Permit (1 copy and/or photocopy)		Sanitary (BOSS)
Engineering Annual Inspection (1 copy and/or photocopy)		Engineering Office (BOSS)
Proof of Business Registration, Incorporation, or Legal Personality (ie, DTI / SEC / CDA) (1 copy and/or photocopy)		DTI, SEC, CDA
Fire Safety Inspection Certificate or Certification of non-coverage or similar documents of that nature (1 copy and/or photocopy)		Bureau of Fire Protection (BOSS)



MEnRO Certificate / ECC (For High Risk industries) (1 copy and/or photocopy)		MEnRO (BOSS)		
Certificate of Registration (COR) & Authority to Operate (AO) (For Pawnshop, Foreign Exchange Dealer, Money Changers and Remittance Agents) (1 copy and/or photocopy)		BSP – Bangko Sentral ng Pilipinas (Basis: DILG-BSP Joint Memorandum Circular No. 01 Series of 2019)		
Certificate of Registration (COR) (For Animal Facilities) (1 copy and/or photocopy)		DA-BAI Department of Agriculture-Bureau of Animal Industry (Basis: DILG Memorandum Circular No. 2016-12)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Receive Pre-filled Unified Application Form and Submit all necessary Documents for Verification and Processing</p> <p>-When your Queueing number is called, proceed to the designated Window (Windows 1, 2 or 3) for Assessment.</p>	<p>1.1 Search and Check if Business is not included in the Negative List, Print and Issue pre-filled unified application form</p> <p>Upon validation of the business application requirements, queueing tickets and complimentary WiFi vouchers will be issued accordingly</p> <p>-Queue to Window 12 (RHU-Sanitary)</p> <p>-Issue Notice of Application Denial to Business Included in the Negative List</p>	None	5 minutes	Receiving Clerks/Administrative Aide/IT Tech Support (Business Permit and Licensing Office / Department of the Information Technology / Mayor's Office)



*If the Business falls under the "negative list," it will be endorsed to the appropriate regulatory office(s) for compliance before assessment	1. 2 Retrieve and update business information from eBPLS for business application renewal.	None	10 Minutes	Assessment Clerks/ Assessment Officer (Business License and Permit Office)
	1.3 Prepare One-time assessment of fees and charges including CTC and Barangay Clearance for business and BFP fees			
Mayor's Permit – (Chapter III Article A)				
On Manufacturers/Importers/Producers				
Cottage			Php 200.00	
Small			Php 500.00	
Medium			Php 3000.00	
Large			Php 5000.00	
On Banks				
Rural, Thrift and Savings Banks			Php 1,000.00	
Commercial, Industrial and Development Banks			Php 3,000.00	
Universal Banks			Php 5,000.00	
On Other Financial Institutions				
Small			Php 1,000.00	
Medium			Php 3,000.00	
Large			Php 5,000.00	
On Contractors / Service Establishments				
Cottage			Php 3,000.00	
Small			Php 3,000.00	
Medium			Php 5,000.00	
Large			Php 10,000.00	
On Wholesalers/Retailers/Dealers or Distributors				
Cottage			Php 1,000.00	
Small			Php 2,000.00	
Medium			Php 3,000.00	
Large			Php 4,000.00	
On Transloading Operations				
Medium			Php 2,000.00	
Large			Php 4,000.00	
Other Businesses				
Cottage			Php 100.00	
Small			Php 400.00	
Medium			Php 800.00	
Large			Php 1,000.00	



Subscription / Comp. Fee – (Chapter IV Article I, Chapter IV Article A)	
Subscription Fee	Php 100.00 – 500.00
Photocopy or any other copy produced by copying machine	Php 50.00
Inspection – (Chapter III Article T)	
On factories or Warehouses of Combustible, Flammable or Explosive Materials	Php 120.00
On Gasoline Stations and Similar Establishments	Php 120.00
On sari-sari stores and other similar Establishments Storing Combustible, Flammable or Explosive Material	Php 120.00
On all other establishments not storing combustible. Flammable or explosive material	Php 120.00
Sanitary Permit – (Chapter IV Article D)	
For House for Rent	Php 100.00
For each Business, Industrial or Agricultural Establishment	
With an area of 25 sqm or more But less than 50 sqm	Php 100.00
With an area of 50 sqm or more But less than 100 sqm	Php 250.00
With an area of 100 sqm or more But less than 200 sqm	Php 350.00
With an area of 200 sqm or more But less than 500 sqm	Php 500.00
With an area of 500 sqm or more But less than 1000 sqm	Php 1,000.00
With an area of 1000 sqm or more But less than 1500 sqm	Php 2,000.00
With an area of 1500 sqm or more	Php 3,000.00
Health Certificate – (Chapter IV Article E)	
For each Person	Php 50.00
For each Additional Copy of Subsequent issuance of a copy of the initial medical certificate issued by the Municipal Health Officer	Php 20.00
Individual Mayor's Permit Fee – (Chapter III Article M)	
On Employees and workers in generally considered "Offensive and Dangerous Business Establishments"	Php 100.00
On Employees and workers in commercial establishments who cater or attend to the daily needs of the inquiring or paying public	Php 100.00
On Employees and workers in food or eatery establishments	Php 100.00
On Employees and workers in night or night and day establishment	Php 100.00
All Occupation or calling subject to periodic inspection, surveillance and /or regulations by the Municipal Mayor like animal trainer, auctioneer, barber, bartender, beautician, bondsman, bookkeeper, butcher, blacksmith, carpenter, carver, chambermaid, cook, criminologist, electrician, electronic technician, club/floor manager, forensic electronic	Php 130.00



expert, fortune teller, hair stylist, handwriting expert, hospital attendant, lifeguard, magician, make-up artist, manicurist, masonry worker, masseur, attendant mechanic, certified "hilot", painter, musician, pianist, photographer (itinerant), professional boxer	
Environmental Fee – (Ordinance 13-001 Chapter II Sec 19)	
Residential	
Single detached building with a floor area of	
300 sqm or more	Php 40.00 / Monthly
Below 300 sqm	Php 30.00 / Monthly
Multiple dwelling / Apartment Style	Php 30.00 / Monthly
Industrial and Manufacturer	
Annual Gross of at least Php10M	Php 10,000.00 / Annum
Annual Gross of at least Php1M but not Exceeding Php10M	Php 7,000.00 / Annum
Annual Gross of at least Php500,000.00 but not Exceeding Php1M	Php 5,000.00 / Annum
Annual Gross below Php500,000.00	Php 3,000.00 / Annum
Commercial Establishments	
Fast Food Chain	Php 3,000.00 / Annum
Restaurants, Hotels & Motels	Php 1,000.00 / Annum
Fast Food Store	Php 1,000.00 / Annum
Gasoline and Service Station	Php 730.00 / Annum
Lumberyard & Hardware	Php 730.00 / Annum
Motor Vehicle Dealer	Php 730.00 / Annum
Groceries	Php 730.00 / Annum
Dry Good Store	Php 730.00 / Annum
Fish, Meat & Chicken Vendor	Php 730.00 / Annum
Vegetable & Fruit Vendor	Php 730.00 / Annum
Carenderias & Eateries	Php 730.00 / Annum
Glassware Store	Php 730.00 / Annum
Bakery & Bakeshop Store	Php 730.00 / Annum
Shoe Store	Php 730.00 / Annum
Barber & Beauty Shop	Php 730.00 / Annum
Dress and Tailoring Shop	Php 730.00 / Annum
Flower Shop	Php 730.00 / Annum
Music and Record Shop	Php 730.00 / Annum
Copying Machine, Wood Frames & Photography Shop	Php 730.00 / Annum
Pet Shop	Php 730.00 / Annum
LPG Shop	Php 730.00 / Annum
Hospital & Medical Institution	
Hospital	Php 5,000.00 / Annum
Medical Clinics w/ Confinement Facilities	Php 3,000.00 / Annum
Medical & Dental Clinic w/ X-Ray, Ultrasound CT Scan	Php 1,000.00 / Annum
Drug Store	Php 730.00 / Annum



Optometrist Shop	Php 730.00 / Annum
Medical Laboratories	Php 730.00 / Annum
Other Hospital Medical Institutions not enumerated Above	Php 730.00 / Annum
Financial Institutions	
Banks	Php 1,500.00 / Annum
Financing & Credit Loan	Php 730.00 / Annum
Pawnshop & Jewelry Shop	Php 730.00 / Annum
Insurance & Bonding Company	Php 730.00 / Annum
Other Financial Institution not Enumerated Above	Php 730.00 / Annum
Educational Institutions	
Universities & College	Php 4,000.00 / Annum
HS & Vocational Schools	Php 2,500.00 / Annum
Elementary, Nursery & Kinder School	Php 2,000.00 / Annum
Other Educational Institution not enumerated Above	Php 1,000.00 / Annum
Energy, Transport & Communication	
Bus/Mini Bus Companies w/ Terminals	Php 4,000.00 / Annum
Electric Company	Php 2,000.00 / Annum
Telephone & Communications	Php 2,000.00 / Annum
Water Service Company	Php 2,000.00 / Annum
Air Transport Terminals	Php 2,000.00 / Annum
TV, Cable, Radio Stations	Php 1,000.00 / Annum
Other Energy, Transport & Communication not Enumerated	Php 1,000.00 / Annum
Entertainment	
Cinemas	Php 1,500.00 / Annum
Cockpit Arenas	Php 730.00 / Annum
Videoke Bars	Php 730.00 / Annum
Billiards & Pool Shops	Php 730.00 / Annum
Bowling Alleys	Php 730.00 / Annum
Other Entertainment not Enumerated Above	Php 730.00 / Annum
Private Offices	
Accounting, Lawyer, Real Estate, Advertising Insurance, Travel Agency etc.	Php 730.00 / Annum
Others	Php 730.00 / Annum
Agricultural	
Piggery, Poultry and Cattle Farms	Php 730.00 / Annum
Nursery Orchids & Flower Growers	Php 730.00 / Annum
Poultry, Agricultural Farms Store	Php 730.00 / Annum
Other Agricultural not Enumerated Above	Php 730.00 / Annum
Repair Shops	
Motor Vehicle Repair Shops	Php 730.00 / Annum
Battery and Electronic Repair Shops	Php 730.00 / Annum
Appliance Repair Shops	Php 730.00 / Annum
Other Repair Shops not Enumerated Above	Php 730.00 / Annum
Wholesaler and Dealers	
Chicken Dealer with Chicken Dressing House	Php 2,000.00 / Annum



Coconut & Buco Dealer w/ Wholesale		Php 2,500.00 / Annum		
Beer and Softdrink		Php 1,500.00 / Annum		
Meat Dealer		Php 1,500.00 / Annum		
Fruits and Vegetable Dealers		Php 1,500.00 / Annum		
Other Wholesale & Dealer not Enumerated Above		Php 1,000.00 / Annum		
Others				
Machine Shop		Php 1,500.00 / Annum		
Brake & Clutch Bonding Shop		Php 1,500.00 / Annum		
Vulcanizing and Junk Shop		Php 1,500.00 / Annum		
Gravel & Sand		Php 1,500.00 / Annum		
Iron & Metal Craft		Php 1,500.00 / Annum		
Sash & Wood Craft		Php 1,500.00 / Annum		
Coffin and Casket Maker		Php 1,500.00 / Annum		
Memorial Parks		Php 1,500.00 / Annum		
Funeral Parlor		Php 1,500.00 / Annum		
Furniture Store		Php 1,500.00 / Annum		
Public and Private Stall Holders		Php 1,500.00 / Annum		
Warehouse of any kind		Php 1,500.00 / Annum		
Food Stands, Barbecue Stands		Php 1,500.00 / Annum		
Cold Storage (Retailer)		Php 1,500.00 / Annum		
Accounting, Bookkeeping, Auditing and Other allied Services		Php 1,500.00 / Annum		
Paint, Advertising & Art Shop		Php 1,500.00 / Annum		
Small Sari-sari Store (Barangay)		Php 200.00 / Annum		
Other not Enumerated Above		Php 730.00 / Annum		
Other Applicable Fees				
Business Plate		Php 250.00		
-Receive Approved Billing Statement	1.4 Review Billing Assessment	None	5 Minutes	Assessment Clerks/ Assessment Officer/BLPO Chief (Business License and Permit Office) / Municipal Treasurer (Treasurer's Office)
	1.5 Print and Issue Approved Billing Assessment			
	1.6 Requeue Client to Business Payment Window (Window 5)			
2. Pay Corresponding Assessed Fees and Taxes -When your Queueing number is called, proceed to the designated Window (Window 5) for Business Payment	2.1 Receive Payment and Issuance of Official Receipt	None	5 Minutes	Local Revenue/ Collection Officer (Treasurer's Office)
	2.2 Requeue Client to Business Permit Releasing Window			



<p>3. Claim Business Permit together with Business Plate, and other ancillary permits (Barangay Clearance for Business, Sanitation Permit)</p> <p>-When your Queueing number is called, proceed to the designated Window (Window 13) for BFP and (Window 14) for Business Permit Releasing</p> <p>-Accomplish Client Feedback Form</p>	<p>3.1 Verify BFP (FSIC) validity through eRequirements Module (eBOSS)</p>	None	5 Minutes	<p>Clerks from Regulatory Offices (Bureau of Fire Protection)</p>
	<p>3.2 Requeue Client to Business Permit Releasing (Window 14)</p>			<p>Releasing Clerks/ Administrative Aide (Business Permit and Licensing Office)</p>
	<p>3.3 Prepare and Issue Barangay Clearance for Business, Business Permit and Business Plate</p> <p>-While waiting for the Printing of Permits, Assist Client (Scan QR Code from Issued Queueing Ticket) for electronic Client Feedback Form.</p>			
<p>**Online Payment</p> <p>Proceed to Pay Online option in the San Simon EODB Online to pay the Corresponding Assessed Fees and Taxes. Client will be automatically redirected to online payment portal options.</p> <p>Upon fulfilling all regulatory requirements, the electronic copy of the business permit will be accessible for download on the client's San Simon EODB Online Account.</p>	<p>Upon successful online transaction, the processor will print the official receipt (OR) and mark the transaction as paid.</p> <p>Regulatory offices will be notified of the payment and will proceed to process the application accordingly.</p>	-	-	<p>Assessment Clerks/ Assessment Officer/ BLPO Chief (Business License and Permit Office) / Municipal Treasurer (Treasurer's Office)</p> <p>Clerks from Regulatory Offices (Bureau of Fire Protection)</p>
TOTAL			25 Minutes	



Note:

6. eRequirements Module (eBOSS) will inhibit Business Permit Generation until full compliance is achieved

7. only applications with complete requirements will be processed else see Business Permit Application – Denied

8. Post-audit inspections will be conducted following the Business Application process. Upon a thorough ocular inspection by the Joint Inspection Team (JIT), any identified violations will be promptly endorsed to the JIT Team Leader. The JIT Team Leader will then take the necessary and appropriate actions in response to the identified violations.

*Upon completion of all requirements specified by regulatory offices, the BPLO will lift the application denial status. Subsequently, the application is cleared to proceed with the renewal process.

****Online Payment**

Before proceeding with your online payment, please ensure that you have a registered account on San Simon EODB Online, and that your business is linked to your account. You'll find the "Pay Now" button conveniently located on the Assessment Page. Simply clicking on it will direct you to various online payment portal options. Alternatively, if you prefer to pay online by scanning the QR Code on your Billing Assessment form, this will seamlessly lead you to the San Simon EODB Online QR Link Tool. From there, clicking the "Pay Online" Button triggers an automatic email sent to your business email, containing the necessary link for your chosen online payment platform options.



Securing a New Business Permit (Online Application)

Online Business Permit Application via www.sansimonpampanga.gov.ph

All Business Establishments must acquire Mayor's / Business Permit prior to its operation.

Office or Division:	Business Permit and Licensing Office
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	Business Establishments within the territorial jurisdiction of San Simon Pampanga with internet connection
CHECKLIST OF REQUIREMENTS (Scanned copy)	WHERE TO SECURE
Accomplished Online Unified Application Form	https://www.sansimonpampanga.gov.ph Online Business Application module
Proof of Business Registration, Incorporation, or Legal Personality (ie, DTI / SEC / CDA)	DTI, SEC, CDA
Basis of Computing taxes, fees and charges (e.g. Business Capitalization)	Business Owner
Occupancy Permit (If Required by National Law)	Engineering Office (BOSS)
Barangay Clearance for Business that doesn't require Occupancy Permit	BPLO (System Integrated)
Contract of Lease (If Lessee) / Lessor's Permit	Lessor
Other Requirements (Post-Audit Inspection by Joint Inspection Team)	
Zoning Certificate	MPDC (BOSS)
Sanitary Permit	Sanitary (BOSS)
Occupancy Permit / Annual Inspection	Engineering Office (BOSS)
Fire Safety Inspection Certificate or Certification of non-coverage or similar documents of that nature	Bureau of Fire Protection
MEnRO Certificate / ECC (For High Risk Industries)	MEnRO (BOSS)
Certificate of Registration (COR) & Authority to Operate (AO) (For Pawnshop, Foreign Exchange Dealer, Money Changers and Remittance Agents)	BSP – Bangko Sentral ng Pilipinas (Basis: DILG-BSP Joint Memorandum Circular No. 01 Series of 2019)
Certificate of Registration (COR) (For Animal Facilities)	DA-BAI Department of Agriculture-Bureau of Animal Industry (Basis: DILG Memorandum Circular No. 2016-12)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Visit https://www.sansimonpampanga.gov.ph</p> <p>-Click Business Opportunities > Online Business Permit Application</p> <p>For users with existing accounts, skip steps 1.1 and 1.2</p>		None		
1.1 Register new user Account				
1.2 Activate your account by clicking on the account verification link that was sent to the email address provided during the registration process				
1.3 Login Account				
1.4 Click Register new Business, Complete all the required fields, scan the necessary documents, and upload them to the system				
<p>2. Click Finalize and Submit Application button</p> <p>-Agree Data Privacy Agreement / Deed of Undertaking</p>	<p>2. Verify Online Business Permit Application</p> <p>-Validate and update the data submitted by the taxpayer online</p>			<p>Assessment Clerks/ Assessment Officer (Business License and Permit Office)</p>



	2.1 Endorse Business Application to Regulatory Requirements	None	15 Minutes	Assessment Clerks/ Assessment Officer (Business License and Permit Office)
	2.2 Prepare One-time assessment of fees and charges including CTC, Barangay Clearance for business and BFP fees			
Mayor's Permit – (Chapter III Article A)				
On Manufacturers/Importers/Producers				
	Cottage		Php 200.00	
	Small		Php 500.00	
	Medium		Php 3000.00	
	Large		Php 5000.00	
On Banks				
	Rural, Thrift and Savings Banks		Php 1,000.00	
	Commercial, Industrial and Development Banks		Php 3,000.00	
	Universal Banks		Php 5,000.00	
On Other Financial Institutions				
	Small		Php 1,000.00	
	Medium		Php 3,000.00	
	Large		Php 5,000.00	
On Contractors / Service Establishments				
	Cottage		Php 3,000.00	
	Small		Php 3,000.00	
	Medium		Php 5,000.00	
	Large		Php 10,000.00	
On Wholesalers/Retailers/Dealers or Distributors				
	Cottage		Php 1,000.00	
	Small		Php 2,000.00	
	Medium		Php 3,000.00	
	Large		Php 4,000.00	
On Transloading Operations				
	Medium		Php 2,000.00	
	Large		Php 4,000.00	
Other Businesses				
	Cottage		Php 100.00	
	Small		Php 400.00	
	Medium		Php 800.00	
	Large		Php 1,000.00	



Subscription / Comp. Fee – (Chapter IV Article I, Chapter IV Article A)	
Subscription Fee	Php 100.00 – 500.00
Photocopy or any other copy produced by copying machine	Php 50.00
Inspection – (Chapter III Article T)	
On factories or Warehouses of Combustible, Flammable or Explosive Materials	Php 120.00
On Gasoline Stations and Similar Establishments	Php 120.00
On sari-sari stores and other similar Establishments Storing Combustible, Flammable or Explosive Material	Php 120.00
On all other establishments not storing combustible. Flammable or explosive material	Php 120.00
Sanitary Permit – (Chapter IV Article D)	
For House for Rent	Php 100.00
For each Business, Industrial or Agricultural Establishment	
With an area of 25 sqm or more But less than 50 sqm	Php 100.00
With an area of 50 sqm or more But less than 100 sqm	Php 250.00
With an area of 100 sqm or more But less than 200 sqm	Php 350.00
With an area of 200 sqm or more But less than 500 sqm	Php 500.00
With an area of 500 sqm or more But less than 1000 sqm	Php 1,000.00
With an area of 1000 sqm or more But less than 1500 sqm	Php 2,000.00
With an area of 1500 sqm or more	Php 3,000.00
Health Certificate – (Chapter IV Article E)	
For each Person	Php 50.00
For each Additional Copy of Subsequent issuance of a copy of the initial medical certificate issued by the Municipal Health Officer	Php 20.00
Individual Mayor's Permit Fee – (Chapter III Article M)	
On Employees and workers in generally considered "Offensive and Dangerous Business Establishments"	Php 100.00
On Employees and workers in commercial establishments who cater or attend to the daily needs of the inquiring or paying public	Php 100.00
On Employees and workers in food or eatery establishments	Php 100.00
On Employees and workers in night or night and day establishment	Php 100.00
All Occupation or calling subject to periodic inspection, surveillance and /or regulations by the Municipal Mayor like animal trainer, auctioneer, barber, bartender, beautician, bondsman, bookkeeper, butcher, blacksmith, carpenter, carver, chambermaid, cook, criminologist, electrician, electronic technician, club/floor manager, forensic electronic	Php 130.00



expert, fortune teller, hair stylist, handwriting expert, hospital attendant, lifeguard, magician, make-up artist, manicurist, masonry worker, masseur, attendant mechanic, certified "hilot", painter, musician, pianist, photographer (itinerant), professional boxer	
Environmental Fee – (Ordinance 13-001 Chapter II Sec 19)	
Residential	
Single detached building with a floor area of	
300 sqm or more	Php 40.00 / Monthly
Below 300 sqm	Php 30.00 / Monthly
Multiple dwelling / Apartment Style	Php 30.00 / Monthly
Industrial and Manufacturer	
Annual Gross of at least Php10M	Php 10,000.00 / Annum
Annual Gross of at least Php1M but not Exceeding Php10M	Php 7,000.00 / Annum
Annual Gross of at least Php500,000.00 but not Exceeding Php1M	Php 5,000.00 / Annum
Annual Gross below Php500,000.00	Php 3,000.00 / Annum
Commercial Establishments	
Fast Food Chain	Php 3,000.00 / Annum
Restaurants, Hotels & Motels	Php 1,000.00 / Annum
Fast Food Store	Php 1,000.00 / Annum
Gasoline and Service Station	Php 730.00 / Annum
Lumberyard & Hardware	Php 730.00 / Annum
Motor Vehicle Dealer	Php 730.00 / Annum
Groceries	Php 730.00 / Annum
Dry Good Store	Php 730.00 / Annum
Fish, Meat & Chicken Vendor	Php 730.00 / Annum
Vegetable & Fruit Vendor	Php 730.00 / Annum
Carenderias & Eateries	Php 730.00 / Annum
Glassware Store	Php 730.00 / Annum
Bakery & Bakeshop Store	Php 730.00 / Annum
Shoe Store	Php 730.00 / Annum
Barber & Beauty Shop	Php 730.00 / Annum
Dress and Tailoring Shop	Php 730.00 / Annum
Flower Shop	Php 730.00 / Annum
Music and Record Shop	Php 730.00 / Annum
Copying Machine, Wood Frames & Photography Shop	Php 730.00 / Annum
Pet Shop	Php 730.00 / Annum
LPG Shop	Php 730.00 / Annum
Hospital & Medical Institution	
Hospital	Php 5,000.00 / Annum
Medical Clinics w/ Confinement Facilities	Php 3,000.00 / Annum
Medical & Dental Clinic w/ X-Ray, Ultrasound CT Scan	Php 1,000.00 / Annum
Drug Store	Php 730.00 / Annum



Optometrist Shop	Php 730.00 / Annum
Medical Laboratories	Php 730.00 / Annum
Other Hospital Medical Institutions not enumerated Above	Php 730.00 / Annum
Financial Institutions	
Banks	Php 1,500.00 / Annum
Financing & Credit Loan	Php 730.00 / Annum
Pawnshop & Jewelry Shop	Php 730.00 / Annum
Insurance & Bonding Company	Php 730.00 / Annum
Other Financial Institution not Enumerated Above	Php 730.00 / Annum
Educational Institutions	
Universities & College	Php 4,000.00 / Annum
HS & Vocational Schools	Php 2,500.00 / Annum
Elementary, Nursery & Kinder School	Php 2,000.00 / Annum
Other Educational Institution not enumerated Above	Php 1,000.00 / Annum
Energy, Transport & Communication	
Bus/Mini Bus Companies w/ Terminals	Php 4,000.00 / Annum
Electric Company	Php 2,000.00 / Annum
Telephone & Communications	Php 2,000.00 / Annum
Water Service Company	Php 2,000.00 / Annum
Air Transport Terminals	Php 2,000.00 / Annum
TV, Cable, Radio Stations	Php 1,000.00 / Annum
Other Energy, Transport & Communication not Enumerated	Php 1,000.00 / Annum
Entertainment	
Cinemas	Php 1,500.00 / Annum
Cockpit Arenas	Php 730.00 / Annum
Videoke Bars	Php 730.00 / Annum
Billiards & Pool Shops	Php 730.00 / Annum
Bowling Alleys	Php 730.00 / Annum
Other Entertainment not Enumerated Above	Php 730.00 / Annum
Private Offices	
Accounting, Lawyer, Real Estate, Advertising Insurance, Travel Agency etc.	Php 730.00 / Annum
Others	Php 730.00 / Annum
Agricultural	
Piggery, Poultry and Cattle Farms	Php 730.00 / Annum
Nursery Orchids & Flower Growers	Php 730.00 / Annum
Poultry, Agricultural Farms Store	Php 730.00 / Annum
Other Agricultural not Enumerated Above	Php 730.00 / Annum
Repair Shops	
Motor Vehicle Repair Shops	Php 730.00 / Annum
Battery and Electronic Repair Shops	Php 730.00 / Annum
Appliance Repair Shops	Php 730.00 / Annum
Other Repair Shops not Enumerated Above	Php 730.00 / Annum
Wholesaler and Dealers	
Chicken Dealer with Chicken Dressing House	Php 2,000.00 / Annum



Coconut & Buco Dealer w/ Wholesale	Php 2,500.00 / Annum		
Beer and Softdrink	Php 1,500.00 / Annum		
Meat Dealer	Php 1,500.00 / Annum		
Fruits and Vegetable Dealers	Php 1,500.00 / Annum		
Other Wholesale & Dealer not Enumerated Above	Php 1,000.00 / Annum		
Others			
Machine Shop	Php 1,500.00 / Annum		
Brake & Clutch Bonding Shop	Php 1,500.00 / Annum		
Vulcanizing and Junk Shop	Php 1,500.00 / Annum		
Gravel & Sand	Php 1,500.00 / Annum		
Iron & Metal Craft	Php 1,500.00 / Annum		
Sash & Wood Craft	Php 1,500.00 / Annum		
Coffin and Casket Maker	Php 1,500.00 / Annum		
Memorial Parks	Php 1,500.00 / Annum		
Funeral Parlor	Php 1,500.00 / Annum		
Furniture Store	Php 1,500.00 / Annum		
Public and Private Stall Holders	Php 1,500.00 / Annum		
Warehouse of any kind	Php 1,500.00 / Annum		
Food Stands, Barbecue Stands	Php 1,500.00 / Annum		
Cold Storage (Retailer)	Php 1,500.00 / Annum		
Accounting, Bookkeeping, Auditing and Other allied Services	Php 1,500.00 / Annum		
Paint, Advertising & Art Shop	Php 1,500.00 / Annum		
Small Sari-sari Store (Barangay)	Php 200.00 / Annum		
Other not Enumerated Above	Php 730.00 / Annum		
Other Applicable Fees			
Business Plate		Php 250.00	
	2.3 Review Billing Assessment		BLPO Chief (Business License and Permit Office) / Municipal Treasurer (Treasurer's Office)
3. Access the approved billing statement and proceed to pay the corresponding assessed fees and taxes either through online payment or by visiting the office in person *Online Payment	3. For online payment, verify the payment details on the eBPLS module (eTaxCollections). Subsequently, Print O.R. For walk-in transactions, receive the payment and issue an official receipt on-site	5 Minutes	Local Revenue/ Collection Officer (Treasurer's Office)



<p>3.1 Access the electronic copies of your business permit and other ancillary permits conveniently online</p> <p>(For physical copies of business permits and other licenses, visit the Business Releasing Window (Window 14) at the municipal hall's Business One Stop Shop to claim them onsite)</p> <p>**Accomplish Client Feedback Form</p>		None	5 Minutes	Releasing Clerks/ Administrative Aide (Business Permit and Licensing Office)
TOTAL			25 Minutes	

Note:

2. eRequirements Module (eBOSS) will inhibit Business Permit Generation until full compliance is achieved
3. only applications with complete requirements will be processed else see Business Permit Application – Denied
4. Post-audit inspections will be conducted following the Business Application process. Upon a thorough ocular inspection by the Joint Inspection Team (JIT), any identified violations will be promptly endorsed to the JIT Team Leader. The JIT Team Leader will then take the necessary and appropriate actions in response to the identified violations.

***Online Payment**

You'll find the "Pay Now" button conveniently located on the Assessment Page. Simply clicking on it will direct you to various online payment portal options. Alternatively, if you prefer to pay online by scanning the QR Code on your Billing Assessment form, this will seamlessly lead you to the San Simon EODB Online QR Link Tool. From there, clicking the "Pay Online" Button triggers an automatic email sent to your business email, containing the necessary link for you to choose online payment platform options.

**To access the electronic copy of the business permit, clients are required to complete the client feedback form.



Renewal of Business Permit (Online Application)

Online Business Permit Application via www.sansimonpampanga.gov.ph

All Business Establishments must be renewed annually, on or before January 20.
Penalties are imposed after this period.

Office or Division:	Business Permit and Licensing Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Business Establishments within the territorial jurisdiction of San Simon Pampanga with internet connection			
CHECKLIST OF REQUIREMENTS (Scanned copy)		WHERE TO SECURE		
Accomplished Online Unified Application Form		www.sansimonpampanga.gov.ph Online Business Application module		
Basis of Computing taxes, fees and charges (e.g. Gross Sales)		Income Tax Return (BIR) / Business Owner		
Barangay Clearance for Business		BPLO (System Integrated)		
Other Requirements (Post-Audit Inspection by Joint Inspection Team)				
Sanitary Permit		Sanitary (BOSS)		
Engineering Annual Inspection		Engineering Office (BOSS)		
Proof of Business Registration, Incorporation, or Legal Personality (ie, DTI / SEC / CDA)		DTI, SEC, CDA		
Fire Safety Inspection Certificate or Certification of non-coverage or similar documents of that nature		Bureau of Fire Protection (BOSS)		
MEnRO Certificate / ECC (For High Risk industries)		MEnRO (BOSS)		
Certificate of Registration (COR) & Authority to Operate (AO) (For Pawnshop, Foreign Exchange Dealer, Money Changers and Remittance Agents)		BSP – Bangko Sentral ng Pilipinas (Basis: DILG-BSP Joint Memorandum Circular No. 01 Series of 2019)		
Certificate of Registration (COR) (For Animal Facilities)		DA-BAI Department of Agriculture-Bureau of Animal Industry (Basis: DILG Memorandum Circular No. 2016-12)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit https://www.sansimonpampanga.gov.ph		None		



<p>-Click Business Opportunities > Online Business Permit Application</p> <p>For users with existing accounts, skip steps 1.1 and 1.2</p> <p>1.2 Fill-out all necessary fields</p> <p>1.3 Scan and upload all necessary documentary requirements</p>				
<p>1.1 Register new user Account</p>				
<p>1.2 Activate your account by clicking on the account verification link that was sent to the email address provided during the registration process</p>				
<p>1.3 Login Account</p> <p>For users with a linked business associated with their account, skip step 1.4</p>				
<p>1.4 Click Apply Now > Link a Business and Input Business ID manually</p> <p>-Select the method for business verification: either via SMS or Email. input the mobile number or email address associated with your business</p>				



<p>For SMS verification, please enter the OTP (One-Time Password) that was sent to your mobile number and click "Verify."</p> <p>For email verification, click on the link provided in the email to verify the linking of your business.</p>				
<p>1.5 Go to My Business > Select the business you want to renew and then click on the "Renew Now" button</p> <p>-if Business is included in the Negative List, print the system-generated notice of application denial and fulfill all the requirements specified by regulatory offices.</p>	<p>The system will verify if the business is listed in the negative list. If it is listed, the application cannot proceed unless the application denial status is lifted.</p> <p>Upon completion of all requirements specified by regulatory offices, the BPLO will lift the application denial status. Subsequently, the application is cleared to proceed with the renewal process.</p>			<p>BLPO Chief (Business License and Permit Office)</p>
<p>1.6 Complete all the required fields, scan the necessary documents, and upload them to the system</p>				
<p>2. Click Finalize and Submit Application button</p> <p>- Agree Data Privacy Agreement / Deed of Undertaking</p>	<p>2. Verify Online Business Permit Application</p> <p>-Validate and update the data submitted by the taxpayer online</p>			<p>Assessment Clerks/ Assessment Officer (Business License and Permit Office)</p>



	2.1 Endorse Business Application to Regulatory Requirements	None	15 Minutes	Assessment Clerks/ Assessment Officer (Business License and Permit Office)
	2.2 Prepare One-time assessment of fees and charges including CTC and Barangay Clearance for business and BFP fees			
Mayor's Permit – (Chapter III Article A)				
On Manufacturers/Importers/Producers				
	Cottage		Php 200.00	
	Small		Php 500.00	
	Medium		Php 3000.00	
	Large		Php 5000.00	
On Banks				
	Rural, Thrift and Savings Banks		Php 1,000.00	
	Commercial, Industrial and Development Banks		Php 3,000.00	
	Universal Banks		Php 5,000.00	
On Other Financial Institutions				
	Small		Php 1,000.00	
	Medium		Php 3,000.00	
	Large		Php 5,000.00	
On Contractors / Service Establishments				
	Cottage		Php 3,000.00	
	Small		Php 3,000.00	
	Medium		Php 5,000.00	
	Large		Php 10,000.00	
On Wholesalers/Retailers/Dealers or Distributors				
	Cottage		Php 1,000.00	
	Small		Php 2,000.00	
	Medium		Php 3,000.00	
	Large		Php 4,000.00	
On Transloading Operations				
	Medium		Php 2,000.00	
	Large		Php 4,000.00	
Other Businesses				
	Cottage		Php 100.00	
	Small		Php 400.00	
	Medium		Php 800.00	
	Large		Php 1,000.00	
Subscription / Comp. Fee – (Chapter IV Article I, Chapter IV Article A)				
	Subscription Fee		Php 100.00 – 500.00	



Photocopy or any other copy produced by copying machine	Php 50.00
Inspection – (Chapter III Article T)	
On factories or Warehouses of Combustible, Flammable or Explosive Materials	Php 120.00
On Gasoline Stations and Similar Establishments	Php 120.00
On sari-sari stores and other similar Establishments Storing Combustible, Flammable or Explosive Material	Php 120.00
On all other establishments not storing combustible. Flammable or explosive material	Php 120.00
Sanitary Permit – (Chapter IV Article D)	
For House for Rent	Php 100.00
For each Business, Industrial or Agricultural Establishment	
With an area of 25 sqm or more But less than 50 sqm	Php 100.00
With an area of 50 sqm or more But less than 100 sqm	Php 250.00
With an area of 100 sqm or more But less than 200 sqm	Php 350.00
With an area of 200 sqm or more But less than 500 sqm	Php 500.00
With an area of 500 sqm or more But less than 1000 sqm	Php 1,000.00
With an area of 1000 sqm or more But less than 1500 sqm	Php 2,000.00
With an area of 1500 sqm or more	Php 3,000.00
Health Certificate – (Chapter IV Article E)	
For each Person	Php 50.00
For each Additional Copy of Subsequent issuance of a copy of the initial medical certificate issued by the Municipal Health Officer	Php 20.00
Individual Mayor's Permit Fee – (Chapter III Article M)	
On Employees and workers in generally considered "Offensive and Dangerous Business Establishments"	Php 100.00
On Employees and workers in commercial establishments who cater or attend to the daily needs of the inquiring or paying public	Php 100.00
On Employees and workers in food or eatery establishments	Php 100.00
On Employees and workers in night or night and day establishment	Php 100.00
All Occupation or calling subject to periodic inspection, surveillance and /or regulations by the Municipal Mayor like animal trainer, auctioneer, barber, bartender, beautician, bondsman, bookkeeper, butcher, blacksmith, carpenter, carver, chambermaid, cook, criminologist, electrician, electronic technician, club/floor manager, forensic electronic expert, fortune teller, hair stylist, handwriting expert, hospital attendant, lifeguard, magician, make-up artist, manicurist, masonry	Php 130.00



worker, masseur, attendant mechanic, certified “hilot”, painter, musician, pianist, photographer (itinerant), professional boxer	
Environmental Fee – (Ordinance 13-001 Chapter II Sec 19)	
Residential	
Single detached building with a floor area of	
300 sqm or more	Php 40.00 / Monthly
Below 300 sqm	Php 30.00 / Monthly
Multiple dwelling / Apartment Style	Php 30.00 / Monthly
Industrial and Manufacturer	
Annual Gross of at least Php10M	Php 10,000.00 / Annum
Annual Gross of at least Php1M but not Exceeding Php10M	Php 7,000.00 / Annum
Annual Gross of at least Php500,000.00 but not Exceeding Php1M	Php 5,000.00 / Annum
Annual Gross below Php500,000.00	Php 3,000.00 / Annum
Commercial Establishments	
Fast Food Chain	Php 3,000.00 / Annum
Restaurants, Hotels & Motels	Php 1,000.00 / Annum
Fast Food Store	Php 1,000.00 / Annum
Gasoline and Service Station	Php 730.00 / Annum
Lumberyard & Hardware	Php 730.00 / Annum
Motor Vehicle Dealer	Php 730.00 / Annum
Groceries	Php 730.00 / Annum
Dry Good Store	Php 730.00 / Annum
Fish, Meat & Chicken Vendor	Php 730.00 / Annum
Vegetable & Fruit Vendor	Php 730.00 / Annum
Carenderias & Eateries	Php 730.00 / Annum
Glassware Store	Php 730.00 / Annum
Bakery & Bakeshop Store	Php 730.00 / Annum
Shoe Store	Php 730.00 / Annum
Barber & Beauty Shop	Php 730.00 / Annum
Dress and Tailoring Shop	Php 730.00 / Annum
Flower Shop	Php 730.00 / Annum
Music and Record Shop	Php 730.00 / Annum
Copying Machine, Wood Frames & Photography Shop	Php 730.00 / Annum
Pet Shop	Php 730.00 / Annum
LPG Shop	Php 730.00 / Annum
Hospital & Medical Institution	
Hospital	Php 5,000.00 / Annum
Medical Clinics w/ Confinement Facilities	Php 3,000.00 / Annum
Medical & Dental Clinic w/ X-Ray, Ultrasound CT Scan	Php 1,000.00 / Annum
Drug Store	Php 730.00 / Annum
Optometrist Shop	Php 730.00 / Annum
Medical Laboratories	Php 730.00 / Annum
Other Hospital Medical Institutions not enumerated Above	Php 730.00 / Annum



Financial Institutions	
Banks	Php 1,500.00 / Annum
Financing & Credit Loan	Php 730.00 / Annum
Pawnshop & Jewelry Shop	Php 730.00 / Annum
Insurance & Bonding Company	Php 730.00 / Annum
Other Financial Institution not Enumerated Above	Php 730.00 / Annum
Educational Institutions	
Universities & College	Php 4,000.00 / Annum
HS & Vocational Schools	Php 2,500.00 / Annum
Elementary, Nursery & Kinder School	Php 2,000.00 / Annum
Other Educational Institution not enumerated Above	Php 1,000.00 / Annum
Energy, Transport & Communication	
Bus/Mini Bus Companies w/ Terminals	Php 4,000.00 / Annum
Electric Company	Php 2,000.00 / Annum
Telephone & Communications	Php 2,000.00 / Annum
Water Service Company	Php 2,000.00 / Annum
Air Transport Terminals	Php 2,000.00 / Annum
TV, Cable, Radio Stations	Php 1,000.00 / Annum
Other Energy, Transport & Communication not Enumerated	Php 1,000.00 / Annum
Entertainment	
Cinemas	Php 1,500.00 / Annum
Cockpit Arenas	Php 730.00 / Annum
Videoke Bars	Php 730.00 / Annum
Billiards & Pool Shops	Php 730.00 / Annum
Bowling Alleys	Php 730.00 / Annum
Other Entertainment not Enumerated Above	Php 730.00 / Annum
Private Offices	
Accounting, Lawyer, Real Estate, Advertising Insurance, Travel Agency etc.	Php 730.00 / Annum
Others	Php 730.00 / Annum
Agricultural	
Piggery, Poultry and Cattle Farms	Php 730.00 / Annum
Nursery Orchids & Flower Growers	Php 730.00 / Annum
Poultry, Agricultural Farms Store	Php 730.00 / Annum
Other Agricultural not Enumerated Above	Php 730.00 / Annum
Repair Shops	
Motor Vehicle Repair Shops	Php 730.00 / Annum
Battery and Electronic Repair Shops	Php 730.00 / Annum
Appliance Repair Shops	Php 730.00 / Annum
Other Repair Shops not Enumerated Above	Php 730.00 / Annum
Wholesaler and Dealers	
Chicken Dealer with Chicken Dressing House	Php 2,000.00 / Annum
Coconut & Buco Dealer w/ Wholesale	Php 2,500.00 / Annum
Beer and Softdrink	Php 1,500.00 / Annum
Meat Dealer	Php 1,500.00 / Annum
Fruits and Vegetable Dealers	Php 1,500.00 / Annum



Other Wholesale & Dealer not Enumerated Above		Php 1,000.00 / Annum		
Others				
Machine Shop		Php 1,500.00 / Annum		
Brake & Clutch Bonding Shop		Php 1,500.00 / Annum		
Vulcanizing and Junk Shop		Php 1,500.00 / Annum		
Gravel & Sand		Php 1,500.00 / Annum		
Iron & Metal Craft		Php 1,500.00 / Annum		
Sash & Wood Craft		Php 1,500.00 / Annum		
Coffin and Casket Maker		Php 1,500.00 / Annum		
Memorial Parks		Php 1,500.00 / Annum		
Funeral Parlor		Php 1,500.00 / Annum		
Furniture Store		Php 1,500.00 / Annum		
Public and Private Stall Holders		Php 1,500.00 / Annum		
Warehouse of any kind		Php 1,500.00 / Annum		
Food Stands, Barbecue Stands		Php 1,500.00 / Annum		
Cold Storage (Retailer)		Php 1,500.00 / Annum		
Accounting, Bookkeeping, Auditing and Other allied Services		Php 1,500.00 / Annum		
Paint, Advertising & Art Shop		Php 1,500.00 / Annum		
Small Sari-sari Store (Barangay)		Php 200.00 / Annum		
Other not Enumerated Above		Php 730.00 / Annum		
Other Applicable Fees				
Business Plate		Php250.00		
	2.3 Review Billing Assessment			BLPO Chief (Business License and Permit Office) / Municipal Treasurer (Treasurer's Office)
3. Access the approved billing statement and proceed to pay the corresponding assessed fees and taxes either through online payment or by visiting the office in person *Online Payment	3. Verify the payment details on the eBPLS module (eTaxCollections) for online payments. Issue a physical official receipt for online payments or receive the payment and issue an official receipt for walk-in transactions		5 Minutes	Local Revenue/ Collection Officer (Treasurer's Office)



<p>3.1 Access the electronic copies of your business permit and other ancillary permits conveniently online</p> <p>(For physical copies of business permits and other licenses, visit the Business Releasing Window (Window 14) at the municipal hall's Business One Stop Shop to claim them onsite)</p> <p>**Accomplish Client Feedback Form</p>			<p>5 Minutes (onsite)</p>	<p>Releasing Clerks/ Administrative Aide (Business Permit and Licensing Office)</p>
<p>TOTAL</p>			<p>25 Minutes</p>	

Note:

14. eRequirements Module (eBOSS) will inhibit Business Permit Generation until full compliance is achieved

15. only applications with complete requirements will be processed else see Business Permit Application – Denied

16. Post-audit inspections will be conducted following the Business Application process. Upon a thorough ocular inspection by the Joint Inspection Team (JIT), any identified violations will be promptly endorsed to the JIT Team Leader. The JIT Team Leader will then take the necessary and appropriate actions in response to the identified violations.

*Online Payment

You'll find the "Pay Now" button conveniently located on the Assessment Page. Simply clicking on it will direct you to various online payment portal options. Alternatively, if you prefer to pay online by scanning the QR Code on your Billing Assessment form, this will seamlessly lead you to the San Simon EODB Online QR Link Tool. From there, clicking the "Pay Online" Button triggers an automatic email sent to your business email, containing the necessary link for you to choose online payment platform options.

**To access the electronic copy of the business permit, clients are required to complete the client feedback form.



Business Permit Application - Denied

Enterprises that have incomplete requirements and/or Listed at the Negative List must comply first before proceeding to Business Permit Application.

Office or Division:	Business Permit and Licensing Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Business Establishments within the territorial jurisdiction of San Simon Pampanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Business Permit Application Denial		BPLD (BOSS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Accomplished Application Form with Attached Documentary Requirements for one-time verification	1.1 Check Business Compliance to existing ordinances, post-audit requirements and other applicable laws, 1.2 if Compliant, skip to step 3	None	3 Minutes	Receiving Clerks /Administrative Aide (Business Permit and Licensing Office)
2. Receive Notice of Denial with the list of deficiencies 2.1 Proceed to Regulatory Requirements Section (BOSS) to settle deficiencies	2. Print Notice of Application Denial (note: for Online Business Application, the Notice of Application Denial will be sent via email) 2.1 endorse to office head if not compliant / not allowed to register the Business	None	2 Minutes	BOSS
3. If Complied all requirements, Proceed to BPLO for Business Permit Application	3. Process application	None		BOSS
TOTAL			5 Minutes	



Certified True Copy of Business Permit

The Business Permit and Licensing Division provides a certified true copy of the Business Permit requested by the Business owners in San Simon Pampanga

Office or Division:	Business Permit and Licensing Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Business Establishments within the territorial jurisdiction in San Simon Pampanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (Certified True Copy)		Proprietor		
Original Mayor's Permit / Business Permit		Business Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements for verification *Get Queueing Ticket -When your Queueing number is called, proceed to the designated Window (Windows 1, 2 or 3) for Assessment.	1. Check completeness and Assess Payments to be made Requeue Client to Business Payment Window (Window 5)	None	5 Minutes	Assessment Clerks/ Assessment Officer (Business License and Permit Office)
2. Get Order of Payment and Pay amount dues -When your Queueing number is called, proceed to the designated Window (Window 5) for Payment	2. Issue Official Receipt and Certified True Copy (Business Permit)	Certified True Photocopy Php 50.00/copy	5 Minutes	Local Revenue/ Collection Officer (Treasurer's Office)
TOTAL			10 Minutes	

2. In the realm of bureaucratic processes, every transaction commences with acquiring a queueing ticket from the public assistance and complaint desk. It's crucial to emphasize that the processing windows will only attend to individuals bearing a valid queueing ticket



Retiring a Business

Enterprises that have closed or ceased to exist, or whose ownership has changed, must file an Application for Retirement of Business. This should be done to update the Local Government Records and avoid accumulation of tax payments and penalties

Office or Division:	Business Permit and Licensing Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Business Establishments within the territorial jurisdiction in San Simon Pampanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent (Business Closure)		Proprietor		
Sworn Statement of Gross Receipt, indicate the reason and Date of Retirement		DTI, SEC, CDA		
Barangay Certification (Closure)		Barangay		
Original Mayor's Permit / Business Permit Business Plate		Business Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements for verification *Get Queueing Ticket -When your Queueing number is called, proceed to the designated Window (Windows 1, 2 or 3) for Assessment.	1. Check completeness and Assess Payments to be made Requeue Client to Business Payment Window (Window 5)	None	5 Minutes	Assessment Clerks/ Assessment Officer (Business License and Permit Office)
2. Get Order of Payment and Pay amount dues -When your Queueing number is called, proceed to the designated Window (Window 5) for Payment	2. Issue Official Receipt and Business Closure Certificate	Business Closure Certificate Php 50.00	5 Minutes	Local Revenue/ Collection Officer (Treasurer's Office)
TOTAL			10 Minutes	

* In the realm of bureaucratic processes, every transaction commences with acquiring a queueing ticket from the public assistance and complaint desk. It's crucial to emphasize that the processing windows will only attend to individuals bearing a valid queueing ticket



3. Issuance of Mayor's Clearance/ Certificate/ Special Permit

Service Information: INDIVIDUALS NEED to secure a Mayor's Clearance before they can apply for employment and other purposes.

Office or Division:	Mayor's Office- Municipal Secretary			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All Simonians			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance (1 copy and/or photocopy)		Barangay Secretary		
Police Clearance (1 copy and/or photocopy)		Police Station		
Community Tax Certificate (Cedula)		Municipal Treasury		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents required to the receiving clerk or employee-in-charge.	1. Receive complete requirements and refer to the EIC	None	1 Minute	Encoder MO
	1.1. Review and verify documents then refer to the Municipal Secretary for initial interview		2 Minutes	Encoder MO
	1.2. Interview applicant initially and refer to the Municipal Secretary for final interview.		3 Minutes	Encoder MO
	1.3. Conduct final interview		4 Minutes	Municipal Secretary MO
	1.4. Issue an Order of Payment		1 Minute	Encoder MO
2. Pay at Municipal Treasurer's Office	2. Issue an Official Receipt of Payment.	Php. 50.00	4 Minutes	Rev. Coll. Clerk MTO
	2.1. Receive the OR issued by the MTO and prepare Mayor's Clearance.		2 Minutes	Encoder MO
	2.2. Approval of the Mayor's Clearance.		1 Minute	Municipal Secretary MO
	2.3. Releasing of the Mayor's Clearance.		1 Minute	Encoder MO

TOTAL | Php. 50. 00

| 19 Minutes



4. Issuance of Mayor's Working Permit

Service Information: Every person who shall be engaged in the practice of the occupation such as:

- Workers attending to the daily needs of inquiring/paying public;
- Workers in food or eatery establishments;
- Workers in “Offensive and Dangerous Business Establishments”;
- Workers in night or night and day establishment; and
- Occupation or calling subject to periodic inspection, surveillance and/or regulations by the Municipal Mayor like animal trainer, auctioneer, barber, bookkeeper, among others need to secure a Mayor's Working Permit at the Mayor's Office. All professionals who are subject to the Professional Tax Imposition and government employees are exempted.

Office or Division:	Mayor's Office- Municipal Secretary			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All Simonians of Working Age			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Barangay Clearance (1 copy and/or photocopy)			Barangay Secretary	
Police Clearance (1 copy and/or photocopy)			Police Station	
Community Tax Certificate (Cedula)			Municipal Treasury	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents required to the receiving clerk or employee-in-charge.	1. Receive complete requirements and refer to the EIC	None	1 Minute	Encoder MO
	1.1. Verify/validate the requirements then issue an Order of Payment to the applicant		3 Minutes	Encoder MO
2. Pay at Municipal Treasurer's	2. Issue an Official Receipt of	Php. 50. 00	4 Minutes	Rev. Coll. Clerk MTO



Office	Payment.			
	2.1. Receive the OR issued by the MTO and prepare Mayor's Working Permit.		4 Minutes	Encoder MO
	2.2. Approve the permit.		1 Minute	Municipal Secretary MO
	2.3. Releasing of the permit.		1 Minute	Encoder MO
TOTAL		Php. 50. 00	14 Minutes	

5. Public Employment Services- Local Employment Referrals (For Applicants and Employers)

Service Information: Labor Market Information and Job referral are PESO core services as stipulated by Republic Act Act 8759 (PESO Act of 1999) and as amended by Republic Act 10691.

Office or Division:	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C—Government to Citizen			
Who may avail:	Jobseekers and Employers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Resume and other credentials or jobseekers	Client			
2. Letter of Intent	Client			
3. BIR 2303 for employers	BIR			
4. DOLE Certification Local Agency	DOLE			
5. POEA License for Overseas Agency	POEA			
6. Business Permit	BPLD			
7. Job orders/Vacancies for employers	Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



A. For Job Seeker					
1. Secure Skills Registry System Form (SRS) at the front desk (Job Referral & Placement Section) and fill-up accordingly)	1. Issue SRS Form	None	1 Minute		<i>Admin Aide I</i> MO-PESO
2. Submit full accomplished SRS and Fill-up registration form	2. Review the SRS if properly filled-up/accomplished	None	3 Minutes		<i>Admin Aide I</i> MO-PESO
	2.1. Interview/counsel the jobseekers and proceed to job matching	None	5 Minutes		<i>Admin Aide I</i> MO-PESO
	2.2. If qualified, issue referral slip	None	5 Minutes		<i>Admin Aide I</i> MO-PESO
	2.3. Preparation of recommendation letter (If the jobseekers asked recommendation letter from the PESO Manager)	None	10 Minutes		<i>Admin Aide I</i> MO-PESO
	2.4. Approval of recommendation letter	None	10 Minutes		<i>PESO Manager</i> MO-PESO
3. Sign upon receipt of recommendation letter	3. Releasing of recommendation letter	None	2 Minutes		<i>Admin Aide I</i> MO-PESO
TOTAL:			36 Minutes		
B. For Employers					
1. Submit a Letter of Intent addressed to the Municipal	1. Interview the employer	None			<i>Admin Aide I</i> MO-PESO



PESO Manager				
2. Proceed to the Public Employment Service Office if letter of intent was approved.		None	15 Minutes	<i>Admin Aide I</i> MO-PESO
3. Submit Company profile, Business Permit, DOLE certification, POEA License , BIR 2303 and Job orders/Vacancies	3. Review all submitted documents (if it is an overseas agency – verify license and JO through POEA website)	None	20 Minutes	<i>Admin Aide I</i> MO-PESO
	3.1. Post submitted Job Orders/Vacancies at the PESO bulletin board and SRS online	None	15 Minutes	<i>Admin Aide I</i> MO-PESO
	3.2. Provide the employer with referred applicants form or SRS	None	10 Minutes	<i>Admin Aide I</i> MO-PESO
4. Sort the needed manpower from the filed SRS and jot them down on the form or referred applicants to be provided PESO (2 copies)	4. Get 1 copy of the referred applicants form and check if properly filled-up. The original copy is given to employer while the other copy will be kept for filing	None	50 Minutes	<i>Admin Aide I</i> MO-PESO
5. Secure a letter of no objection/Approval of Special Recruitment Activity	5. If the employer is qualified for Special Recruitment Activity, prepare the no objection or approval letter	None	20 Minutes	<i>Admin Aide I</i> MO-PESO
6. Wait for the release of letter of no objection	6. Recommendation and approval of letter of no objection	None	15 Minutes	<i>PESO Manager</i> MO-PESO
7. Present the Special Recruitment Authorization (issued by POEA) to the PESO before the activity).	7. File the SRA and arrange with employer start of recruitment activity.	None	5 Minutes	<i>Admin Aide I</i> MO-PESO



6. Solemnization of Civil Marriages

Service Information: As per the LGC, the Mayor is mandated to solemnize civil marriages.

Office or Division:	Office of the Mayor- Municipal Secretary			
Classification:	Simple			
Type of Transaction:	G2C—Government to Citizen			
Who may avail:	18 years old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Community Tax Certificate (Cedula)		Municipal Treasury		
CENOMAR (1 copy)		PSA		
Consent of Parents (1 copy)		Parents of the client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements at Municipal Civil Registrar	Receive complete requirements and issue an Order of Payment	None	1 Minute	<i>Admin Aide II</i> MCR
2. Payment of fees	2. Issue an Official Receipt of Payment.	Php. 420.00	3 Minutes	<i>Rev. Coll. Clerk</i> MTO
	2.1. Receive the OR issued by the MTO	None	1 Minute	<i>Admin Aide II</i> MCR
	2.2. Schedule of Civil Wedding			
	3. Assistance in the Civil Wedding	None	5 Minutes	<i>Municipal Secretary</i> MO
TOTAL		Php. 420.00	10 Minutes	



Office of the Mayor

Internal Services



1. Human Resources Development - Issuance of Certificate of Employment and other forms

Service Information: The Municipal Human Resource Development Office develops and manages the LGU's total system of human resource recruitment, selection, placement and appointment, performance evaluation, professional and values development, awards, benefits, and performance-based incentives. We develop and maintain an efficient human resource management information system and issue updates on the prescribed code of behavior and conduct for all LGU personnel.

The office is responsible for the issuance of certificates of employment which includes the date of employment, employee's position, and official designation.

Office or Division:	Office of the Mayor-HRMO			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Municipal Officials & Employees, and Job Order Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		HRMO, 1 st Floor, Municipal Hall, San Agustin, San Simon, Pampanga		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	1. Give the Log Book to the Client	None	2 Minutes	<i>Admin Aide I/ Bookbinder</i> MO-HRMO
	1.1. Print the Certificate of Employment		2 Minutes	<i>Admin Aide I/ Bookbinder</i> MO-HRMO
	1.2. Sign and release the Certificate of Employment		2 Minutes	<i>Designated HRMO</i> MO-HRMO
TOTAL			6 Minutes	



2. Human Resources Development - Issuance of Certification (No Pending Administrative Case, Criminal and No Pending Retirement)

Service Information: The office is responsible for the issuance of the Certificate of No Pending Administrative & Criminal Case and Certificate of No Pending Retirement Application, which includes the employee's name, designation, and certifies that the employee has no pending administrative & criminal case and no pending retirement application.

Office or Division:	Office of the Mayor-HRMO			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Municipal Officials & Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			HRMO, 1 st Floor, Municipal Hall, San Agustin, San Simon, Pampanga	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	1. Give the Log Book to the Client	None	2 Minutes	<i>Admin Aide I/ Bookbinder</i> MO-HRMO
	1.1. Print the Certification		2 Minutes	<i>Admin Aide I/ Bookbinder</i> MO-HRMO
	1.2. Sign and release the Certification		2 Minutes	<i>Designated HRMO</i> MO-HRMO
TOTAL			6 Minutes	



3. Human Resources Development - Issuance of Certificate of Leave Credits

Service Information: The office is responsible for the issuance of Certificate of Leave Credits which includes the employee's name, position, available/accrued leave credits.

Office or Division:	Office of the Mayor-HRMO			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Municipal Officials & Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			HRMO, 1 st Floor, Municipal Hall, San Agustin, San Simon, Pampanga	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	1. Give the Log Book to the Client	None	2 Minutes	<i>Admin Aide I/ Bookbinder</i> MO-HRMO
	1.1. Print the Certification		2 Minutes	<i>Admin Aide I/ Bookbinder</i> MO-HRMO
	1.2. Sign and release the Certification		2 Minutes	<i>Designated HRMO</i> MO-HRMO
TOTAL			6 Minutes	

4. Human Resources Development - Issuance of Certified True Copy/ies

Service Information: The office is responsible for the issuance of Certified True Copy of the documents.

Office or Division:	Office of the Mayor-HRMO
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Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Municipal Officials & Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			HRMO, 1 st Floor, Municipal Hall, San Agustin, San Simon, Pampanga	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	1. Give the Log Book to the Client	None	2 Minutes	<i>Admin Aide I/ Bookbinder</i> MO-HRMO
2. Present the Original copy of the Document to be certified	2. Stamp the document/s		2 Minutes	<i>Admin Aide I/ Bookbinder</i> MO-HRMO
	2.1. Sign and release the Certification		2 Minutes	<i>Designated HRMO</i> MO-HRMO
TOTAL			6 Minutes	

5. Human Resources Development - Issuance of Leave Administration

Service Information: The office is responsible in the issuance of Application of Leave and file for the computation of Leave Credits.

Office or Division:	Office of the Mayor-HRMO			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Municipal Officials & Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application for Leave			HRMO, 1 st Floor, Municipal Hall, San Agustin, San Simon, Pampanga	



Medical Certification		RHU/ Medical Facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Application for Leave Form	1. Compute the Available Leave Credits	None	2 Minutes	<i>Admin Aide I/ Bookbinder</i> MO-HRMO
	1.1. Release and sign the Application for Leave		2 Minutes	<i>Designated HRMO</i> MO-HRMO
2. Proceed to the concerned Department Head for the recommendation	2. Check for the signature of the concerned Department Head		2 Minutes	Department Head
3. Proceed to the Office of the Municipal Administrator/Mayor for approval	3. Check if it was approved by the Municipal Administrator/Municipal Mayor		5 Minutes	<i>Mayor/ Municipal Administrator</i> MO
4. Proceed to the HRMO and submit the 1 copy of approved leave	4. Received a copy of filed leave		1 Minute	<i>Admin Aide I/ Bookbinder</i> MO-HRMO
TOTAL			12 Minutes	

6. Human Resources Development - Issuance of Service Record

Service Information: The Office is responsible for the issuance of Service Record which includes the date of employment, employee's position, salary, Status, office, and designation. In compliance with Executive Order. 54 dated August 10, 1954, and in accordance with Circular No. 58 dated August 10, 1954, of the system.

Office or Division:	Office of the Mayor-HRMO
Classification:	Simple
Type of Transaction:	G2G – Government to Government



Who may avail:	Municipal Officials & Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			HRMO, 1 st Floor, Municipal Hall, San Agustin, San Simon, Pampanga	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office	1. Give the Log Book to the Client	None	2 Minutes	<i>Admin Aide I/ Bookbinder</i> MO-HRMO
	1.1. Print the Service Record		2 Minutes	<i>Admin Aide I/ Bookbinder</i> MO-HRMO
	1.2. Sign and release the Service Record		2 Minutes	<i>Designated HRMO</i> MO-HRMO
TOTAL			6 Minutes	

7. Human Resources Development - Pre-Employment of Job Order Employees

Service Information: Employment with the Municipal Government of San Simon is open to all provided that there is a vacant position. Applicants for vacant positions should possess the qualification requirements of the position applied for.

Office or Division:	Office of the Mayor-HRMO		
Classification:	Complex		
Type of Transaction:	G2C – Government to Client		
Who may avail:	18 years old and above		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Personal Data Sheet Application Form with Documentary Stamp		HRMO, 1 st Floor, Municipal Hall, San Agustin, San Simon, Pampanga	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Application form	1. Input the details given by the client.	None	5-10 Minutes	<i>Admin Aide I/ Bookbinder</i> MO-HRMO
	1.1. Screening and assessment of applicant and validation of documents		5 Minutes	<i>Admin Aide I/ Bookbinder</i> MO-HRMO <i>Designated HRMO</i> MO-HRMO
	1.2. Release and signed the Application Form	None	2 Minutes	<i>Designated HRMO</i> MO-HRMO
2. Proceed to the Concerned Department Head, Municipal Budget Officer, Municipal Administrator and Municipal Mayor	2. Check the signature of the concerned Department Head	None	2 Minutes	Department Head
3. Proceed to the Office of the Municipal Administrator/Mayor for approval	3. Check if it was approved by the Municipal Administrator/ Municipal Mayor	None	5 Minutes	<i>Mayor/ Municipal Administrator</i> MO
	3.1. Submission of Recommendation for Approval		2 Minutes	Concerned Department Head <i>Designated HRMO</i> MO-HRMO
	3.2. Approval of Disapproval of Applicant/s		2 Minutes	<i>Mayor/ Municipal Administrator</i> MO
4. Receive the Notice of Appointment	4. Prepare and sign the Contract/Application Form	None	10-15 Minutes	<i>Admin Aide I/ Bookbinder</i> MO-HRMO <i>Designated HRMO</i> MO-HRMO
5. Submission of additional requirements	5. Receive the requirements		3 Minutes	<i>Admin Aide I/ Bookbinder</i> MO-HRMO
6. Proceed to the Concerned	6. Sign the Contract and Application		45 Minutes	Concerned Department Head



Department Head, Municipal Budget Officer, Municipal Administrator and Municipal Mayor	Form (Duties and Responsibilities)			Designated HRMO MO-HRMO Municipal Budget Officer MBO Mayor/ Municipal Administrator MO
7. Proceed to HRMO for Registration to Biometric and Brief Orientation	7. Registration to Biometric Machine and Orientation		45 Minutes	Admin Aide I/ Bookbinder MO-HRMO
TOTAL				

8. Human Resources Development - Pre-Employment of Permanent Employee

Service Information: Employment with the Municipal Government of San Simon is open to all provided that there is a vacant position. Applicants for vacant positions should possess the minimum qualification requirements of the position applied for. Vacancies are posted in the Frontage of HRMO at the Ground Floors, Municipal Lobby, San Agustin, San Simon, Pampanga and at the Civil Service Commission.

Office or Division:	Office of the Mayor-HRMO
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who may avail:	18 years old and above
CHECKLIST OF REQUIREMENTS	
Personal Data Sheet	HRMO, 1 st Floor, Municipal Hall, San Agustin, San Simon, Pampanga
Authenticated Eligibility from CSC/PRC/LTO	CSC, Maimpis, City of San Fernando, Pampanga/PRC, Robinsons Mall, City of San Fernando, Pampanga/LTO, Maimpis, City of San Fernando, Pamp.
WHERE TO SECURE	



PSA copy of Birth Certificate PSA copy of Marriage Certificate, if married Original copy of Medical Certificate with Documentary Stamp NBI Clearance valid for 6months TIN, Pag-Ibig and PhilHealth Nos.		Philippine Statistic Office, Maimpis, City of San Fernando, Pampanga Philippine Statistic Office, Maimpis, City of San Fernando, Pampanga Rural Health Unit, San Simon, Pampanga / Bureau of Internal Revenue, Sindalan, City of San Fernando, Pampanga National Bureau of Investigation, Capitol Compound, City of San Fernando Pampanga BIR, Pag-Ibig, PhilHealth, City of San Fernando, Pampanga		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Posting of Vacant Positon/s to the CSC Field Office, City of San Fernando, Pampanga	None	15 calendar days	<i>Admin Aide I/ Bookbinder</i> MO-HRMO <i>Designated HRMO</i> MO-HRMO
1. Submission of Letter of Intent specifying the position desired	1. Receive the Letter of Intent		2 minutes	<i>Admin Aide I/ Bookbinder</i> MO-HRMO
	1.1. Conduct pre-screening, and notify the qualified applicant for an interview		20 minutes	<i>Admin Aide I/ Bookbinder</i> MO-HRMO <i>Designated HRMO</i> MO-HRMO
2. Proceed to HRMO for interview	2. Interview the applicant and notify for the HRMPSB screening/assessment	None	20 minutes	<i>Designated HRMO</i> MO-HRMO
3. Proceed to Municipal Hall for Screening	3. Human Resource Merit Promotion & Selection Board Screening and Assessment of applicant/s		1 hour/ applicant	Mayor HRMPSB Members Department Head Concerned
4. Proceed to Municipal Hall	4. Human Resource Merit Promotion		1 hour/	Mayor



for HRMO Deliberation	& Selection Board Deliberation		applicant	HRMPSB Members Department Head Concerned
	4.1. Prepare the result of the deliberation or comparative assessment and minutes of meeting to be submitted to the Municipal Mayor for Final approval		30 minutes	<i>Admin Aide I/ Bookbinder</i> MO-HRMO <i>Designated HRMO</i> MO-HRMO
	4.2. Prepare and process the appointment papers		3 hours	<i>Admin Aide I/ Bookbinder</i> MO-HRMO
5. Submission of additional requirements	5. Receive the additional requirements		2 minutes	<i>Admin Aide I/ Bookbinder</i> MO-HRMO
6. Proceed to Mayor's Office, Department's concerned and HRMO for appointment's papers signature	6. Sign appointment papers		30 minutes (if all signatories are available)	Mayor Municipal Accountant Designated HRMO Department Head Concerned
	6. Forward appointment papers to the Civil Service Commission, Field Office, City of San Fernando, Pampanga		2 hours	<i>Admin Aide I/ Bookbinder</i> MO-HRMO <i>Designated HRMO</i> MO-HRMO
7. Attend Orientation and Registration to the Biometric Machine	7. Conduct Orientation/Briefing and assist the appointee in registering at the Biometric Machine		30 minutes	<i>Admin Aide I/ Bookbinder</i> MO-HRMO <i>Designated HRMO</i> MO-HRMO
TOTAL				

Special Law

9. Human Resources Development - Preparation and processing of Authority to Travel

Service Information: The office is responsible in the preparation and processing of Authority to Travel of the Officials and Employees who wants to travel outside the country.



Office or Division:	Office of the Mayor-HRMO			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Municipal Officials & Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Leave Request Letter		HRMO, 1 st Floor, Municipal Hall, San Agustin, San Simon, Pampanga		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Request Letter (Requesting to Travel Abroad)	1. Preparation of Application of Leave and Authority to Travel	None	2 Minutes	<i>Admin Aide I/ Bookbinder</i> MO-HRMO
	1.1. Release and sign the Application for Leave and Authority to Travel		2 Minutes	<i>Designated HRMO</i> MO-HRMO
2. Proceed to the concerned Department Head for the recommendation	2. Check for the signature of the concerned Department Head		2 Minutes	<i>Designated HRMO</i> MO-HRMO Department Head Concerned
3. Proceed to the Office of the Municipal Administrator/Mayor for approval	3. Check if it was approved by the Municipal Administrator/Municipal Mayor		5 Minutes	<i>Mayor/ Municipal Administrator</i> MO
4. Proceed to the HRMO and submit the 1 copy of Authority to Travel	4. Received a copy of filed leave and Authority to Travel		1 Minute	<i>Admin Aide I/ Bookbinder</i> MO-HRMO
TOTAL			12 Minutes	



10. Human Resources Development - Preparation and processing of Retirement/Resignation/ End of Term

Service Information: The office is responsible in the preparation and processing of Retirement/Resignation/End to Term of Municipal Officials and Employees.

Office or Division:	HUMAN RESOURCE MANAGEMENT PROMOTION OFFICE			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Municipal Officials & Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter Application for Leave		HRMO, 1 st Floor, Municipal Hall, San Agustin, San Simon, Pampanga		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Request Letter (One month before the retirement/resignation)	1. Preparation of Acceptance of Retirement/Resignation	None	2 minutes	<i>Admin Aide I/ Bookbinder</i> MO-HRMO
	1.1. Pre-retirement Counseling		30 minutes	<i>Designated HRMO</i> MO-HRMO
2. Proceed to the Mayor's Office for the approval of the request	2. Sign the approval of the request		2 minutes	Mayor
	2.1. Prepare and sign the following documents: <ul style="list-style-type: none"> • Certification – No Pending Case • CS Form 7 – Clearance Form • Declaration of Pendency • Service Record 		5minutes	<i>Admin Aide I/ Bookbinder</i> MO-HRMO <i>Designated HRMO</i> MO-HRMO
	2.2. Computation of Accrued Leave Credits	20 minutes	<i>Admin Aide I/ Bookbinder</i> MO-HRMO	



3. Proceed to the Municipal Treasurer, Municipal Accountant, General Services Office, Disbursing Office and Municipal Mayor for the signature of CS Form 7 – Clearance and Declaration f	3. Sign the CS Form 7 – Clearance Form and Declaration of Pendency		20 minutes	Municipal Treasurer Municipal Accountant Disbursement Officer GSO Designated HRMO Mayor
4. Submission of Certification – No Pending, Clearance Form to HRMO	4. Received the documents and forward to the Municipal Budget Officer for the Retirement Claims		12 minutes	<i>Admin Aide I/ Bookbinder</i> MO-HRMO
	4.1. Forward the copy of Retirement/Resignation to the CSC Field Office, City of San Fernando, Pampanga		30 minutes	<i>Admin Aide I/ Bookbinder</i> MO-HRMO <i>Designated HRMO</i> MO-HRMO
TOTAL				



Office of the Treasurer

External Services



1. Issuance of Community Tax Certificate (CTC) a. Individual

Service Information: A community tax certificate (CTC), also known as *cedula*, is issued to any individual or citizen at least 18 years of age and above or juridical being for identifying himself and his residence which can be used for legal transactions. It is also required when applying for business permit provided that the business is not owned by a corporation.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens G2B- Government to Business			
Who may avail:	Citizens/ Business (not corporation)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Personal Data Sheet Form			MTO	
Valid ID (Senior Citizens, PWD, Student, Minors)			NGA/ LGU Offices/ Institutions concerned	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up form for CTC.	1. Verify the details and encode in the system.	None	5 Minutes	
	1.1. Compute tax due and inform client.			



2. Pay the total taxes.	2. Receive the payment and print the CTC.	P 5.00 + 1% of Gross Annual Income + 6% penalty starting March and additional 2% for every month after For business purposes, order of payment slip from BPLO.	3 Minutes	
3. Sign the CTC and put thumb mark on three copies.	3. Give the original copy of the CTC.	None	2 Minutes	
TOTAL		P 5.00 + 1% of Gross Annual Income + 4% penalty starting February and additional 2% for every month after For business purposes, order of payment slip from BPLO.	10 Minutes	



1. Issuance of Community Tax Certificate (CTC) b. Corporation

Service Information: This serves as a requirement for business owned by corporations when applying for business permit.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business			
Who may avail:	Business owned by corporation			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Order of Payment Slip			BPLO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present order of payment slip.	1. Verify the details and encode in the system.	None	5 Minutes	
2. Pay the amount.	2. Receive the payment and print the CTC.	Based on the Order of Payment Slip	3 Minutes	
3. Sign the CTC and put thumb mark on three copies.	3. Give the original copy of the CTC.	None	2 Minutes	
TOTAL		Based on the Order of Payment Slip	10 Minutes	



2. Collection of Real Property Taxes

Service Information: OWNERS OF land, building and machinery have to pay real property taxes annually. Taxes are a percentage of the property's taxable value. Under the Local Government Code, an LGU may levy taxes on real properties.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government G2C- Government to Citizens			
Who may avail:	Citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Tax bill or statement of real property tax delinquency, if applicable			MAssO/MTO	
Proof of last payment (optional) i.e. previous tax receipts or clearance			MTO	
Land Title			RD-Provincial Capitol	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/ submit documents.	1. Review and verification of submitted requirements.	None	15 Minutes per property	
	1.1. Compute tax due and inform client.			
2. Pay the current RPT.	2. Receive the payment and issue Official Receipt.	Based on iTax System	10 Minutes	



		Assessment.		
TOTAL				

3. Securing Real Property Clearance and Certificate of Full Payment

Service Information: Based on Chapter IV, Art. H, Sec. 4H.01 of the Revised Revenue Code of 2008, this serves as a proof that taxes are duly paid. In certain transactions, it is required by other agencies by other agencies to prove that the real property does not have delinquent taxes.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government G2C- Government to Citizens			
Who may avail:	Government Employee/ Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Real Property Tax Clearance- Proof of payment or official receipt if available, for the applicable year of clearance being requested.		MTO		
For Certificate of Full Payment- Proof of payment or official receipt, if available.		MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/ submit documents.	1. Review and verification of submitted requirements.	None	5 Minutes	



	1.1. Inform client on payment of fees.	None		
2. Pay the fee.	2. Receive payment and issue official receipt.	Tax Clearance - P 20.00/lot Other Certification- P 50.00	5 Minutes	
3. Present OR.	3. Prepare clearance for signing and endorse the same to other signatories.	None	10 Minutes	
	3.1. Issue the clearance once signed.	None		
TOTAL			20 minutes	



Office of the Assessor External Services



1. Issuance of Simple Transfer of Tax Declaration

Service Information: TRANSFER TAXES are paid for transactions involving transfer of ownership/ property from one owner to another on the basis of required documents.

Any person/ individual/ firm/ corporation that is a property owner and intends to transfer real property ownership shall notify the Municipal Assessor's Office and should pay the tax within 60days from the date of execution of the deed as regards to sale, barter, donation or any mode of transferring ownership; or from the date of the decedent's death, in case of transfer by succession.

Office or Division:	Municipal Assessor's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizens
Who may avail:	Any person, natural or judicial being that owns real property within the jurisdiction of the Municipality of San Simon.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certified true copy of Original Certificate of Title (OCT) or Transfer Certificate of Title (TCT)	Registry of Deeds
2. Copy of Notarized Deed of Conveyance (Deed of Sale/ Donation, Extra Judicial)	Notary Public
3. Original copy of Electronic Certificate Authorizing Registration (eCAR)	Bureau of Internal Revenue
4. Copy of Transfer Tax Receipt on Real Property Ownership	Provincial Treasurer's Office
5. Tax Clearance or Official Receipt evidencing full payment of real property tax for the current year	Municipal Assessors Office



6. Special Power of Attorney (SPA), if the declaration is made by duly Authorized Representative		Property Owner/ Register of Deeds		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for verification and fill-up service request	1. Receive / Review and evaluate requirements	None	5 minutes	<i>MYLA E. ALFARO LAOO I</i>
	1.1. Prepare / Print documents		20 minutes (each documents)	<i>GERALD D. OFIAZA Assessment Clerk LIZERNA B. SANTOS Admin Aide IRISH DYAN D. FRANCO Clerk</i>
	1.2. Approve and sign documents		10 minutes (each documents)	<i>MICHAEL JAYSON C. CARLOS Municipal Assessor</i>
2. Claim Document	2. Release requested documents	None	2 minutes (each documents)	<i>MYLA E. ALFARO LAOO I GERALD D. OFIAZA Assessment Clerk</i>
3. End of Transaction	3. Record and file documents	None	3 minutes (each documents)	<i>IRISH DYAN D. FRANCO Clerk</i>
TOTAL				



2. Securing Assessment for Declaration of Subdivision/ Consolidation

Service Information: The Municipal Assessor's Office prepares an assessment roll of all property, whether taxable or exempt, located within the Municipality. Every property owner must declare his/her property subdivided or consolidated with other lots for the updating of the assessment roll.

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	Any person, natural or judicial being that owns real property within the jurisdiction of the Municipality of San Simon.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Title or Certified True Copy of Title (2 copies)		Registry of Deeds		
Tax Clearance for the mother lot or Tax Receipt up to the current year copies)		Municipal Treasurer's Office		
Copy of Notarized Deed of Conveyance (Deed of Sale/ Donation, Extra Judicial/ Subdivision Agreement) (2 copies)		Legal		
Original copy of Electronic Certificate Authorizing Registration (eCAR) (2 copies)		Bureau of Internal Revenue		
Copy of Approved Subdivision/Consolidated Plan (3 copies)		Property Owner		
Development Permit (if applicable)		SB/ MO		
Preliminary Approved Location Clearance (if applicable)		MEO/MPDC-Zoning		
Exact address of all owners				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for	1. Receive / Review and evaluate requirements	None	20 minutes	MYLA E. ALFARO LAOO I



verification and fill-up service request	1.1. Prepare Request Issuance of Property Index Number (PIN)		5 minutes (each documents)	GERALD D. OFIAZA Assessment Clerk
	1.2. Submit Request to Tax Mapping Division at Provincial Assessor		Within the day	LIZERNA B. SANTOS Admin Aide
	1.3. Assign issued Property Index Number and updating of Tax Maps on file		2 minutes per RPU	MYLA E. ALFARO LAOO I
	1.4. Prepare FAAS		5 minutes per RPU	
	1.5. Recommend approval of FAAS		2 minutes per RPU	MYLA E. ALFARO LAOO I
				GERALD D. OFIAZA Assessment Clerk LIZERNA B. SANTOS Admin Aide
	1.6. Appraise & Assess		10 minutes	MYLA E. ALFARO LAOO I
	1.7. Approved FAAS		2 minutes each	
1.8. Sign Notice of Assessment & Tax Declaration		10 minutes each	MICHAEL JAYSON C. CARLOS Municipal Assessor	
2. Claim Document	2. Release requested documents		2 minutes	MYLA E. ALFARO LAOO I GERALD D. OFIAZA Assessment Clerk
3. End of Transaction	3. Record and file documents		3 minutes (each documents)	IRISH DYAN D. FRANCO Clerk



TOTAL			
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3. Securing Assessment for Declaration of A New Building or Machinery

Service Information: NEW TAX DECLARATIONS have to be prepared for newly constructed house or building and newly installed machinery. Improvement on the existing structure of a house or building should also be declared. The Municipal Assessor's Office conducts field inspection to assess the value of the real property. The new tax declaration serves as the Municipal government's permanent record on the property unit. It is also used for real property tax purposes of any property owners.

Office or Division:	Municipal Assessor's Office		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizens G2B- Government to Business		
Who may avail:	Any person, natural or judicial being that owns real property within the jurisdiction of the Municipality of San Simon.		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
FOR BUILDING:			
Tax Clearance or Tax Receipt up to the current year	MTO		
Photocopy of Title or Tax Declaration of Lot where the structure is erected/located	MAssO		
Building Plans/Improvement Plan and Building Permit or Certificate of Completion/Occupancy	MEO		
Vicinity Map	Property Owner		
FOR MACHINERY:			
Official receipt on the sale of the machinery/ies (includes acquisition	Property Owner		



cost, installation cost, hauling cost, etc.)				
Sworn Statement of Ownership as to prices, year acquired, installed and operated		Property Owner		
Itemized list of machinery		Property Owner		
Certificate of Registration of Installation Permit from Municipal Engineer		MEO		
SEC Registration in case of registration of commercial or industrial machineries		SEC		
	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for verification and fill-up service request	1. Receive / Review and evaluate requirements	None	5 minutes	MYLA E. ALFARO LAOO I
	1.1. Verify/Evaluate records		20 minutes	GERALD D. OFIAZA Assessment Clerk
	1.2. Conduct ocular inspection and prepare the Field Appraisal & Assessment Sheet (FAAS)		Within 3days upon receipt of request	GERALD D. OFIAZA Assessment Clerk IRISH DYAN D. FRANCO Clerk
	1.3. Appraise and Assess		30 minutes each document	GERALD D. OFIAZA Assessment Clerk
	1.4. Approve FAAS		20 minutes each document	MICHAEL JAYSON C. CARLOS Municipal Assessor
	1.5. Encode/ Print documents		20 minutes each document	GERALD D. OFIAZA Assessment Clerk LIZERNA B. SANTOS



				<i>Admin Aide</i> <i>IRISH DYAN D. FRANCO</i> <i>Clerk</i>
	1.6. Approve Notice of Assessment and Tax Declaration		20 minutes (each documents)	<i>MICHAEL JAYSON C. CARLOS</i> <i>Municipal Assessor</i>
2. Claim Document	2. Release requested documents	None	5 minutes (each documents)	<i>MYLA E. ALFARO</i> <i>LAO O I</i> <i>GERALD D. OFIAZA</i> <i>Assessment Clerk</i>
3. End of Transaction	3. Record and file documents	None	3 minutes (each documents)	<i>IRISH DYAN D. FRANCO</i> <i>Clerk</i>
TOTAL				

4. Securing Cancellation of Assessment of Buildings and Machinery

Service Information: The service is requested by any property owner/s when the real property tax assessment should be dropped from the roll due to legal reason such as demolition of building.

Office or Division:	Municipal Assessor's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B- Government to Business
Who may avail:	Any person, natural or judicial being that owns real property within the jurisdiction of the Municipality of



San Simon.				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notarized Letter requesting the cancellation from the owner		Property Owner		
Tax Clearance or Tax Receipt up to the current year of Building/Machinery		MTO		
Inspection Report		MAssO		
Demolition Permit or Certification from the Barangay (if demolished)		Barangay		
Certification from Fire Station (if razed by fire)		BFP		
Affidavit of Cancellation or Certificate of Closure of Business (for machinery only)		BPLO		
Owner's Authorization/Special Power of Attorney (in case of representative or other parties requesting)		Property Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for verification and fill-up service request	1. Receive requirements	None	3 minutes	MYLA E. ALFARO LAOO I
	1.1. Verify / Evaluate records and prepare order of payment		30 minutes	MYLA E. ALFARO LAOO I GERALD D. OFIAZA Assessment Clerk
2. Get Order of Payment and pay at Treasure's Office	2. Advise the tax payer to pay the certification fee to the land tax division	P 30.00 (Certified True Copy of Tax Declaration)	1 minute	GERALD D. OFIAZA Assessment Clerk
		P 50.00		LIZERNA B. SANTOS Admin Aide ANA LIZA T. SITCHON



		(Other Certification)		<i>Rev. Collection Clerk II</i>
3. Attach receipt (proof of payment) to request papers and return on date shown in Claim Stub	3. Receive the O.R. as proof of payment		1 minute	<i>LIZERNA B. SANTOS Admin Aide</i>
	3.1. Conduct ocular inspection and prepare FAAS	None	Within 3 days upon receipt of request	<i>MICHAEL JAYSON C. CARLOS Municipal Assessor GERALD D. OFIAZA Assessment Clerk</i>
	3.2. Appraise and Assess		30 minutes each document	<i>GERALD D. OFIAZA Assessment Clerk</i>
	3.3. Approve FAAS		30 minutes each document	<i>MICHAEL JAYSON C. CARLOS Municipal Assessor</i>
	3.4. Prepare Notice of Cancellation of Assessment		10 minutes each document	<i>MYLA E. ALFARO LAOO I LIZERNA B. SANTOS Admin Aide</i>
	3.5. Submit Notice of Cancellation of Assessment for approval at Provincial Assessor's Office		Within 2 days upon submission to Provincial Assessor's Office	<i>PROVINCIAL ASSESSOR'S OFFICE</i>
	3.6. Cancel the Assessment		5 minutes (each documents)	<i>MYLA E. ALFARO LAOO I</i>



				MICHAEL JAYSON C. CARLOS Municipal Assessor
4. Claim document on date of release	4. Release requested documents	None	2 minutes (each documents)	GERALD D. OFIAZA Assessment Clerk LIZERNA B. SANTOS Admin Aide
5. End of Transaction	5. Record and file documents	None	3 minutes (each documents)	IRISH DYAN D. FRANCO Clerk
TOTAL				

5. Reclassification/Reassessment of Real Property/ies

Service Information: The document is requested in view of change in classification and actual use of Real Property

Office or Division:	Municipal Assessor's Office	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizens G2B- Government to Business	
Who may avail:	Any person, natural or judicial being that owns real property within the jurisdiction of the Municipality of San Simon.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Notarized written request from owner stating reason/s for re-assessment		Property Owner
Current Tax Declaration of Property		MAssO
Location Plan of property		Property Owner



Tax Clearance up to the current year		MTO		
Inspection Report		MASSO		
Zoning Certification, SB Resolution, DAR Conversion (if necessary)		MEO/MPDC-Zoning		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Re-appraisal/Re-assessment and submit requirements	1. Receive requirements	None	3 minutes	MYLA E. ALFARO LAOO I
	1.1. Verify / Evaluate records and prepare order of payment		30 minutes	MYLA E. ALFARO LAOO I GERALD D. OFIAZA Assessment Clerk
2. If approved, get Order of Payment and pay at Treasurer's Office	2. Advise the tax payer to pay the certification fee to the land tax division	Php 500.00 (per Inspection)	20 minutes	GERALD D. OFIAZA Assessment Clerk LIZERNA B. SANTOS Admin Aide ANA LIZA T. SITCHON Rev. Collection Clerk II
3. Attach receipt (proof of payment) to request papers and get schedule of Field Inspection	3. Receive the O.R. as proof of payment		2 minute	GERALD D. OFIAZA Assessment Clerk
4. Allow Field Inspection	4. Conduct filed inspection		1 day	MICHAEL JAYSON C. CARLOS Municipal Assessor GERALD D. OFIAZA



				<i>Assessment Clerk</i>
5. If approved. Get Order of Payment for Appraisal Fee and pay at Treasurer's Office	5. Advise the tax payer to pay the certification fee to the land tax division	Php 100.00 (for Re-appraisal/re-assessment per Real Property)	5 minutes	<i>GERALD D. OFIAZA Assessment Clerk</i> <i>LIZERNA B. SANTOS Admin Aide</i> <i>ANA LIZA T. SITCHON Rev. Collection Clerk II</i>
6. Present receipt (proof of payment) Prepare Field Appraisal, Assessment Sheet and corresponding Tax Declaration. Prepare Notice of Assessment.	6. Receive the O.R. as proof of payment		20 minutes	<i>MYLA E. ALFARO LAOO I</i> <i>GERALD D. OFIAZA Assessment Clerk</i>
	6.1. Submit to Provincial Assessor for Final Approval		Within 2 days upon submission to Provincial Assessor's Office	<i>PROVINCIAL ASSESSOR'S OFFICE</i>
	6.2. Approve and sign documents		2 minutes	<i>MICHAEL JAYSON C. CARLOS Municipal Assessor</i>
7. Claim document on date of release	7. Release requested documents		3 minutes	<i>GERALD D. OFIAZA Assessment Clerk</i> <i>LIZERNA B. SANTOS Admin Aide</i>
8. End of Transaction	8. Record and file documents		3 minutes (each	<i>IRISH DYAN D. FRANCO Clerk</i>



			documents)	
	TOTAL			

6. Issuance of Certificate of Property Landholdings and/or No Property Landholdings

Service Information: TAX DECLARATION serves as the municipality's permanent record for every property owner (land, building & machinery). A certified true copy or certifications of various property holdings or non-improvement thereon may be requested from the Municipal Assessor's Office. NON-IMPROVEMENTS CERTIFICATION is issued to any property owner or his/her duly representative as a proof that the property has no existing building/structure and/or machinery.

Office or Division:	Municipal Assessor's Office		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	Any person, natural or judicial being that owns real property within the jurisdiction of the Municipality of San Simon.		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
As per Chapter I. Section 1.2.n of Assessment Manual			
Tax Clearance or Official Receipt evidencing full payment of real property tax for the current year	MTO		
Authorization letter from the owner if the requesting party is not the real owner together with the ID's of both the owner and the requesting party	Property Owner		
Property Verification (for credit investigation and other legal purpose) - Letter-request indicating subject/owners/s indicating the purpose for which the certification will be used			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for verification and fill-up service request	1. Receive and review requirements	None	3 minutes	<p><i>MYLA E. ALFARO LAOO I</i></p> <p><i>GERALD D. OFIAZA Assessment Clerk</i></p>
	1.1. Verify records from i-Tax system and prepare order of payment		5 minutes	<p><i>MYLA E. ALFARO LAOO I</i></p> <p><i>GERALD D. OFIAZA Assessment Clerk</i></p>
2. Get Order of Payment and pay at Treasure's Office	2. Advise the tax payer to pay the certification fee to the land tax division	<p>P 30.00 (Certified True Copy of Tax Declaration)</p> <p>P 50.00 (Other Certification)</p>	1 minute	<p><i>GERALD D. OFIAZA Assessment Clerk</i></p> <p><i>LIZERNA B. SANTOS Admin Aide</i></p>
3. Present Official Receipt to the Municipal Assessor's Office	3. Receive the O.R. as proof of payment		1 minute	<p><i>LIZERNA B. SANTOS Admin Aide</i></p>
	3. Type/Print Records		5 minutes	<p><i>LIZERNA B. SANTOS Admin Aide</i></p> <p><i>IRISH DYAN D. FRANCO Clerk</i></p>
	3.1. Approve Documents		10 minutes	<p><i>MICHAEL JAYSON C. CARLOS Municipal Assessor</i></p>



4. Claim Document	4. Release requested documents		3 minutes	<i>MYLA E. ALFARO LAOO I</i> <i>GERALD D. OFIAZA Assessment Clerk</i>
5. End of Transaction	5. File Documents		3 minutes	<i>IRISH DYAN D. FRANCO Clerk</i>
TOTAL			31 Minutes	



Office of the Engineer

External Services



1. Issuance of Building Permit

Service Information: A Building Permit is required by any person, firm or corporation prior to erection, construction, alteration, major repair or renovation or conversion of any building or structure.

Office or Division:	Office of the Engineering	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	All Simonians	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ol style="list-style-type: none"> 1. Accomplished Application Forms 2. Form of Ownership (The owner/contract of lease/Deed of Sale or an authority to construct from the lot owner duly notarized). 3. Certified true copy TCT, Receipt (4 Xerox copies each) 4. Set of plans (4 Sets, duly signed and sealed by Architect/Engineer concern and conform of owner on plan 5. Bill of Materials (4 sets, duly signed and sealed on every page by Architect/Engineer concern) 6. Specification (4 sets, duly signed and sealed on every page by Architect/Engineer concern) 7. Location plan (4 copies) 8. Structural analysis for building more than one storey (3 stet, signed and sealed by structural engineer) 9. Barangay clearance of the structure to be constructed. 10. Locational clearance (3 copies) 11. Local Fire Clearance 	<p style="text-align: center;">Office of the Engineering</p> <p style="text-align: center;">Office of the Assessor</p> <p style="text-align: center;">Barangay Office of the MPDC Municipal Fire Station</p>



12. Signboard (Yellow Background/Blue Lettering) Note: For Building along the Mc. Arthur Highway (National Road) provide additional one set of plan with one copy each from step no. 2 to step no. 9				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application and complete set of plans and other required documents to Municipal Engineer's Office for review.	1. Receive the application and complete set of plans and other required documents.	Building Permit and other Ancillary Permit Fees based on NBDCO (P.D. 1096) DPWH Memorandum Circular No. 1 Series of 2004 Item Nos. 1-7.	20mins	<i>CHRISTOPHER YCO Draftsman</i>
	1.1. Evaluate plans and documents: - Building (Line & Grade) - Building (Land Use/Zoning & Arch'l) - Building (Civil / Structural) - Sanitary / Plumbing - Electrical - Mechanical - Electronics		20mins 20mins 20mins	<i>BENIGNO BONUS Mun. Engineer</i>
	1.2. Assess fees and charges.		20mins 20mins 20mins 20mins	<i>CHRISTOPHER YCO Draftsman</i>
	1.3. Prepare the order of payment		30mins	<i>BENIGNO BONUS Mun. Engineer</i>
2. Pay corresponding fees.	2. Receive the copy of receipt as proof of payment.		10mins	<i>BENIGNO BONUS Mun. Engineer</i>
	2.1. Approve Building Permit.		1mins	<i>BENIGNO BONUS Mun. Engineer</i>
	2.2. Record and release Building Permit.		30mins	<i>BENIGNO BONUS Mun. Engineer</i>
			15mins	<i>BENIGNO BONUS Mun. Engineer</i>



	2.3. File duplicate copy.		3mins	CHRISTOPHER YCO Draftsman
TOTAL				

2. Issuance of Other Accessory/ Ancillary Permits (Ground preparation & excavation, demolition, fencing and signage)

Service Information: OTHER ACCESSORY PERMITS aside from a building permit is being issued by the Office of the Municipal Engineer that are required by any person, firm or corporation before the renovation construction or demolition of any structure.

Office or Division:	Office of the Engineering		
Classification:	Highly Technical		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	All Simonians		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none"> • Three (3) fully accomplished application forms duly signed and sealed by respective professionals. • Three (3) certified photocopies of TCT. • Three (3) photocopies of Tax Declaration. • Three (3) photocopies of Current Real Property Tax Receipt or Land Tax Clearance. • Five (5) sets of layout plans (Ground Preparation & Excavation, Demolition, Fencing or Signages) duly signed and sealed by respective professionals. • Three (3) sets of cost estimates/bill of materials and specifications duly signed and sealed by respective professionals. • Three (3) copies of Barangay Clearance and Homeowners Clearance (for 		Office of the Engineering	



projects within the subdivision)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application and required documents to Municipal Engineering Office for review.	Office of the Engineering	Accessory Permits Fees Based on NBDCO (P.D. 1096) DPWH Memorandum Circular No. 1 Series of 2004 Item Nos. 8-9	20mins	<i>CHRISTOPHER YCO</i> <i>Draftsman</i>
2. Evaluate layout plans and documents/ Assess fees and charges -Excavation - Demolition - Fencing -Signages			30mins 30mins 30mins 30mins	<i>BENIGNO BONUS</i> <i>Mun. Engineer</i>
3. Prepare the order of payment.			5mins	<i>CHRISTOPHER YCO</i> <i>Draftsman</i>
4. Advise the applicant to pay the corresponding fees.			2mins	
5. Receive the copy of receipt as proof of payment.			2mins	
6. Approve Accessory Permits.			20mins	
7. Record and release Accessory Permits.			15mins	<i>BENIGNO BONUS</i> <i>Mun. Engineer</i>
8. File duplicate copy.				



TOTAL			
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3. Issuance of Small Electrical Permit

Service Information: ELECTRICAL PERMIT is being issued by the Office of the Municipal Engineer to any person/individual putting up electrical installations with residential structure of less than 20 sq.m in order to obtain services of the electric utility company based on the R.A. 7920 known as the Philippine Electrical Code.

Office or Division:	Office of the Engineering
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All Simonians
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



<ul style="list-style-type: none"> • One (1) sketch plan indicating the name, complete address, location of the site and contact number of the applicant. • Two (2) fully accomplished application form duly signed and sealed by professional electrical engineer whose services are hired by the owner. • Two (2) electrical layout duly signed and sealed by professional electrical engineer whose services are hired by the owner. • One (1) photocopy of Transfer Certificate of Title (TCT) to verify ownership of the property. • One (1) copy of Authorization to apply for electric meter duly notarized (if the applicant is not registered owner of the lot as reflected in the TCT) • One (1) copy of Barangay Certification for private lot and government lot. 	Office of the Engineering			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit sketch plan to Municipal Engineer's Office and schedule for inspection.			5mins	CHRISTOPHER YCO Draftsman
2. Ocular inspection and issue inspection report.			60mins	CHRISTOPHER YCO Draftsman
3. Submit application and required documents for review and evaluation.			5mins	CHRISTOPHER YCO Draftsman
4. Prepare the order payment		Electrical Permit Fees Based on NBDCO (P.D. 1096) DPWH	5mins	
5. Advise the applicant to pay the corresponding.			1mins	
6. Receive the copy of receipt as			1mins	



proof of payment.	Office of the Engineering	Memorandum Circular No. 1 Series of 2004 Item No. 4.		<i>BENIGNO BONUS</i> <i>Mun. Engineer</i>
7. Approve Electrical Permit.			10mins	
8. Release of Electrical Permit.			10mins	<i>CHRISTOPHER YCO</i> <i>Draftsman</i>
9. File duplicate copy.			3mins	
TOTAL				



**Office of the Municipal Planning and
Development Coordinator
External Services**



1. Issuance of Locational clearance/ zoning clearance for building permit

Service Information: ZONING CLEARANCE is being required to secure by all enterprises and private persons constructing a new building or applying for expansion/ renovation at the Office of the Municipal Planning and Development Coordinator (MPDC)/ Zoning Administrator upon application for Building Permit. This should be done before the start of construction to ensure that the building/ business is allowed in the chosen location as per the Comprehensive Land Use Plan of the Municipality.

Office or Division:	Municipal Planning and Development Office	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizens G2B- Government to Business	
Who may avail:	Citizens/ Business	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For residential and commercial <ul style="list-style-type: none"> • Duly accomplished and notarized form for locational clearance • Proof of ownership of the land (TCT, Tax Declaration, Deed of Sale, Authorization from owner, etc.) (One certified photocopy) • Tax Declaration (One photocopy) • Barangay Clearance / Certified true copy of Homeowners Association (HOA) clearance/ immediate neighbor's consent • Location Plan with Vicinity Map (1 set of plans duly signed by Geodetic Engineer) • Site Development Plan (1 set) • Building Plan with perspectives/ drawings (1 set of plans duly signed 		MPDO-Zoning Applicant/ Client MAssO Barangay/ Homeowner's Applicant/ Client Applicant/ Client Applicant/ Client



<ul style="list-style-type: none"> by licensed professionals) • Technical Specification • Bill of Materials (One copy) 	<p>Applicant/ Client</p> <p>Applicant/ Client</p>
<p>For industrial and agro-industrial</p> <ul style="list-style-type: none"> • Duly accomplished and notarized form for locational clearance • Proof of ownership of the land (TCT, Tax Declaration, Deed of Sale, Authorization from owner, etc.) (One certified photocopy) • Tax Declaration (One photocopy) • Location Plan with Vicinity Map (1 set of plans duly signed by Geodetic Engineer) • Site Development Plan (1 set) • Building Plan with perspectives/ drawings (1 set of plans duly signed by licensed professionals) • Technical Specification • Bill of Materials (One copy) • Barangay endorsement/ resolution • Details on <ol style="list-style-type: none"> a.Types and volume of raw materials/chemicals used; b.Products manufactured or stored; c.Average production output/capacity per day/week/month; d.Industrial wastes and plans for pollution control; e.Description of process flow or manufacturing processes; f.Manpower requirements. • Sworn Statement of True, Current Fair Market Value of Machineries and Equipment 	<p>MPDO-Zoning Applicant/ Client</p> <p>MAssO Applicant/ Client</p> <p>Applicant/ Client</p> <p>Applicant/ Client</p> <p>Applicant/ Client</p> <p>Applicant/ Client</p> <p>Barangay Applicant/ Client</p> <p>Applicant/ Client</p>

- Environmental Compliance Certificate/Certificate of Non-Coverage **DENR**



(ECC/CNC) • Conversion Order from Department of Agrarian Reform (Agricultural DAR to Industrial Use) (if applicable)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for application form.	1. Issue application form and explain the requirements.	None	10 Minutes	Admin Aide- Zoning MO-BOSS
2. Submit the duly accomplished and notarized form and requirements.	2. Receive and review the submitted requirements <i>vis-à-vis</i> document checklist.	None	10 Minutes	Admin Aide- Zoning MO-BOSS
	2.1. Evaluate conformity with CLUP. If does not conform, conduct actual inspection.	None	10 Minutes	Admin Aide- Zoning MO-BOSS
None	2.2. Conduct site inspection (Optional- with applicant)	None	Min. 30 minutes, Max. 1 hour (ff. day)	Admin Aide- Zoning MO-BOSS
3. Stand by	3. Advise the client on the development of the transaction verbally or thru writing.	None	15 Minutes	Admin Aide- Zoning MO-BOSS
	3.1. Verify the documents and assess based on HLURB guidelines on fees. Prepare order of payment.		10 Minutes	MPDC MPDO
4. Pay at the MTO for issuance of official receipt and present the same.	4. Prepare the decision/ project evaluation report/ approved locational clearance.		20 Minutes	Admin Aide- Zoning MO-BOSS MPDC MPDO



	<p>A. Single Residential structure attached or detached</p> <p>1. 100,000 and below P 288.00</p> <p>2. Over 100,000 to 200,000 576.00</p> <p>3. Over 200,000 720.00 + (1/10 of 1% in excess of 200,000)</p> <p>B. Apartments/Townhouses</p> <p>1. P 500,000 and below P 1,440.00</p> <p>2. Over 500,000 to 2 million 2,160.00</p> <p>3. Over 2 Million 3,600.00 + (1/10 of 1% of cost in excess of 2 Million regardless of the number of floors)</p> <p>C. Dormitories</p> <p>1. P 2 Million and below P 3,600.00</p> <p>2. Over 2 Million 3,600.00 + (1/10 of 1% of cost in excess of 2 Million regardless of the number of floors)</p> <p>D. Commercial, Industrial and Agro-Industrial Project Cost of Which is :</p> <p>1. Below P 100,000 P 1,440.00</p> <p>2. Over 100,000 - 500,000 2,160.00</p> <p>4. Over 1 Million - 2 Million 3,600.00</p> <p>5. Over 2 Million 7,200.00 + (1/10 of 1% of cost in excess of 2 Million)</p> <p>E. Institutional Project Cost of which is :</p> <p>1. Below 2 Million P 2,880.00</p> <p>2. Over 2 Million 2,880.00 +</p>	
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		(1/10 of 1% of cost in excess of 2 Million)		
		F. Special Uses/Special Projects (Gasoline Stations, cell site, slaughter house, treatment plant, etc.) 1. Below 2 Million P 7,200.00 2. Over 2 Million 7,200.00 + (1/10 of 1% of cost in excess of 2 Million)		
		G. Alteration/Expansion same as original application (affected areas/ cost only)		
5. Claim the LC	5. Release the LC. File the document.	None	5 Minutes	Admin Aide- Zoning MO-BOSS
TOTAL			1 Day, 1 Hour and 20 Minutes	

2. Issuance of Certificate of site zoning classification

Service Information: SITE ZONING is requested by a taxpayer and/or any individual to enable the property owner to know the use of his/her parcel of land in accordance with the approved Comprehensive Land Use Plan and Zoning Ordinance. The Zoning Certificate can be secured at the Office of the Municipal Planning and Development Coordinator (MPDC)/ Zoning Administrator.

Office or Division:	Municipal Planning and Development Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizens G2B- Government to Business



Who may avail:		Citizens/ Business		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form for Zoning Certification		MPDO-Zoning		
Vicinity Map and Lot Plan drawn to an appropriate scale showing the property in question and indicating appropriate landmarks (signed and sealed by Geodetic Engineer)		Applicant/ Client		
TCT/s or any proof of ownership or right over the property		Applicant/ Client		
SPA or Authorization from the owner/s if applicant is other than other/s		Applicant/ Client		
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for application form.	1. Issue application form and explain the requirements.	None	10 Minutes	<i>Admin Aide- Zoning</i> MO-BOSS
2. Submit the duly accomplished and notarized form and requirements.	2. Receive and review the submitted requirements <i>vis-à-vis</i> document checklist.	None	10 Minutes	<i>Admin Aide- Zoning</i> MO-BOSS
	2.1. Evaluate conformity with CLUP. If does not conform, conduct actual inspection.	None	10 Minutes	<i>Admin Aide- Zoning</i> MO-BOSS
None	2.2. Conduct site inspection (Optional- with applicant)	None	Min. 30 minutes, Max. 1 hour	<i>Admin Aide- Zoning</i> MO-BOSS
3. Stand by	3. Advise the client on the development of the transaction verbally or thru writing.	None	15 Minutes	<i>Admin Aide- Zoning</i> MO-BOSS



	3.1. Verify the documents and assess based on HLURB guidelines on fees. Prepare order of payment.		10 Minutes	MPDC MPDO
4. Pay at the MTO for issuance of official receipt and present the same.	4. Prepare the ZC.		20 Minutes	Admin Aide- Zoning MO-BOSS MPDC MPDO
	<p>A. Single Residential structure attached or detached</p> <p>1. 100,000 and below P 288.00</p> <p>2. Over 100,000 to 200,000 576.00</p> <p>3. Over 200,000 720.00 + (1/10 of 1% in excess of 200,000)</p> <p>B. Apartments/Townhouses</p> <p>1. P 500,000 and below P 1,440.00</p> <p>2. Over 500,000 to 2 million 2,160.00</p> <p>3. Over 2 Million 3,600.00 + (1/10 of 1% of cost in excess of 2 Million regardless of the number of floors)</p> <p>C. Dormitories</p> <p>1. P 2 Million and below P 3,600.00</p> <p>2. Over 2 Million 3,600.00 + (1/10 of 1% of cost in excess of 2 Million regardless of the number of floors)</p> <p>D. Commercial, Industrial and Agro-Industrial Project Cost of Which is :</p> <p>1. Below P 100,000 P 1,440.00</p> <p>2. Over 100,000 - 500,000 2,160.00</p>			



	<p>4. Over 1 Million - 2 Million 3,600.00</p> <p>5. Over 2 Million 7,200.00 + (1/10 of 1% of cost in excess of 2 Million)</p> <p>E. Institutional Project Cost of which is :</p> <p>1. Below 2 Million P 2,880.00</p> <p>2. Over 2 Million 2,880.00 + (1/10 of 1% of cost in excess of 2 Million)</p> <p>F. Special Uses/Special Projects (Gasoline Stations, cell site, slaughter house, treatment plant, etc.)</p> <p>1. Below 2 Million P 7,200.00</p> <p>2. Over 2 Million 7,200.00 + (1/10 of 1% of cost in excess of 2 Million)</p> <p>G. Alteration/Expansion same as original application (affected areas/ cost only)</p>			
5. Claim the ZC	5. Release the ZC. File the document.	None	5 Minutes	<i>Admin Aide- Zoning MO-BOSS</i>
TOTAL		2 Hours and 20 Minutes		



Office of the Municipal Civil Registrar External Services



1. Application and Issuance of Marriage Certificate

Service Information: REPUBLIC ACT NO. 3753 mandates the establishment of a civil registrar in the Philippines where acts, events, legal instrument and court decrees concerning the civil status of person shall be recorded. For ordinary marriage, the time for submission of the Certificate of Marriage is fifteen (15) days following the solemnization of marriage while for marriage exempt from license requirement; the prescribed is thirty (30) days, at the place where the marriage was solemnized.

Office or Division:	Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	Citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
➤ Official Receipt from the Municipal Treasurer's Office			Office of the Municipal Civil Registrar	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach staff and submit name of groom and bride and date of marriage.	1. Verify availability of record. Prepare appropriate form based on the verification and request of the client. 1.1. Prepare appropriate form based on the verification and request of the client. Form 3-A if record available Form 3-B if no record/negative	None	10 Minutes	<i>Georgina P. Maniacup</i> <i>Adm. Aide II</i> <i>Emma I. Canlas</i> <i>Adm. Aide I</i> <i>Sylvia Alfaro</i> <i>Clerk</i> <i>Ann P. de Leon</i> <i>Clerk</i> <i>May G. Limson</i> <i>Admin Aide</i>



	Form 3-C if record is destroyed			
2. Forward form to the Municipal Civil Registrar (MCR) for signature	2. MCR signs the document	None	3 Minutes	<i>Municipal Civil Registrar MCRO</i>
3. Inform client for the result of the verification	3. If record is available, advise client for payment of fees. If a record is not available, inform client of his/her options! a. Secure form 3-B b. Submit requirements for delayed registration	None	8 Minutes	<i>Georgina P. Maniacup Adm. Aide II Emma I. Canlas Adm. Aide I Sylvia Alfaro Clerk Ann P. de Leon Clerk May G. Limson Admin Aide</i>
4. Pay fees and secure Official Receipt	4. Staff issued order of payment to the client 4.1. Issue marriage certification to the client after signing in the logbook	P 50.00	10 Minutes 5 Minutes	<i>Rev. Coll. Clerk MTO Georgina P. Maniacup Adm. Aide II Emma I. Canlas Adm. Aide I Sylvia Alfaro Clerk Ann P. de Leon Clerk May G. Limson Admin Aide</i>
TOTAL		P 50.00	36 Minutes	



2. Application and Issuance of Birth Certification

Service Information: REPUBLIC ACT NO. 3753 mandates the establishment of a civil registrar in the Philippines where acts, events, legal instrument and court decrees concerning the civil status of person shall be recorded. The birth of a child, being vital for a person, must be registered within 30 days from the time of birth at the LCRO of the City/ Municipality where it occurred.

Office or Division:	Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	Citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official Receipt from the Municipal Treasurer's Office			Office of the Municipal Civil Registrar	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach staff and submit name of person registered in the birth certificate, date of birth, and name of mother.	1. Verify availability of record. Prepare appropriate form based on the verification and request of the client. 1.1. Prepare appropriate form based on the verification and request of the client. Form 1-A if record available Form 1-B if no record/negative Form 1-C if record is destroyed	None	5 Minutes	<i>Georgina P. Maniacup Adm. Aide II Emma I. Canlas Adm. Aide I Sylvia Alfaro Clerk Ann P. de Leon Clerk May G. Limson Admin Aide</i>
2. Forward form to the Municipal	2. MCR signs the document	None	3 Minutes	<i>Municipal Civil</i>



Civil Registrar (MCR) for signature				<i>Registrar MCRO</i>
3. Inform client for the result of the verification	3. If record is available, advise client for payment of fees. If a record is not available, inform client of his/her options! a. Secure form 1-B b. Submit requirements for delayed registration	None	8 Minutes	<i>Georgina P. Maniacup Adm. Aide II Emma I. Canlas Adm. Aide I Sylvia Alfaro Clerk Ann P. de Leon Clerk May G. Limson Admin Aide</i>
4. Pay fees and secure Official Receipt	4. Staff issued order of payment to the client 4.1. Issue birth certification to the client after signing in the logbook	P 50.00	10 Minutes	<i>Rev. Coll. Clerk MTO Georgina P. Maniacup Adm. Aide II Emma I. Canlas Adm. Aide I Sylvia Alfaro Clerk Ann P. de Leon Clerk May G. Limson Admin Aide</i>
TOTAL		P 50.00	26 Minutes	

3. Application and Issuance of Death Certification

Service Information: The spouse or nearest relative who has knowledge of the death of a person who died without medical assistance must report the same within 48 hours.



Office or Division:	Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	Citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official Receipt from the Municipal Treasurer's Office			Office of the Municipal Civil Registrar	
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach staff and submit name of deceased person and date of death	1. Verify availability of record. Prepare appropriate form based on the verification and request of the client. 1.1. Prepare appropriate form based on the verification and request of the client. Form 2-A if record available Form 2-B if no record/negative Form 2-C if record is destroyed	None	5 Minutes	<i>Georgina P. Maniacup Adm. Aide II Emma I. Canlas Adm. Aide I Sylvia Alfaro Clerk Ann P. de Leon Clerk May G. Limson Admin Aide</i>
2. Forward form to the Municipal Civil Registrar (MCR) for signature	2. MCR signs the document	None	3 Minutes	<i>Municipal Civil Registrar MCRO</i>
3. Inform client for the result of the verification	3. If record is available, advise client for payment of fees. If a record is not available, inform client of his/her options	None	8 Minutes	<i>Georgina P. Maniacup Adm. Aide II Emma I. Canlas Adm. Aide I Sylvia Alfaro</i>



	a. Secure form 2-B b. Submit requirements for delayed registration			Clerk Ann P. de Leon Clerk May G. Limson Admin Aide
4. Pay fees and secure Official Receipt	4. Staff issued order of payment to the client 4.1. Issue death certification to the client after signing in the logbook	P 50.00	10 Minutes	Rev. Coll. Clerk MTO Georgina P. Maniacup Adm. Aide II Emma I. Canlas Adm. Aide I Sylvia Alfaro Clerk Ann P. de Leon Clerk May G. Limson Admin Aide
TOTAL		P 50.00	26 Minutes	

4. Application and Registration of Marriage

Service Information: REPUBLIC ACT NO. 3753 mandates the establishment of a civil registrar in the Philippines where acts, events, legal instrument and court decrees concerning the civil status of person shall be recorded. For ordinary marriage, the time for submission of the Certificate of Marriage is fifteen (15) days following the solemnization of marriage while for marriage exempt from license requirement; the prescribed is thirty (30) days, at the place where the marriage was solemnized.

Office or Division:	Municipal Civil Registrar
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Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	Citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplished Municipal Form (MF) 97			Office of the Municipal Civil Registrar	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request assistance to solemnizing officer or contracting parties to submit accomplished MF 97 to the staff.	1. Receive document and verify correctness and completeness of the entries.	None	5 Minutes	<i>Georgina P. Maniacup Adm. Aide II Emma I. Canlas Adm. Aide I Sylvia Alfaro Clerk Ann P. de Leon Clerk May G. Limson Admin Aide</i>
	1.1. Assign registry number and stamp seal for authenticity	None	3 Minutes	
	1.2. Forward to the Municipal Civil Registrar (MCR) for signature.	None	3 Minutes	
2. Pay fees and secure Official Receipt	2. Staff issued order of payment to the client	P 100.00	10 Minutes	<i>Rev. Coll. Clerk MTO</i>
	2.1. Issue Certificate of Death to the client after signing in the logbook			<i>Georgina P. Maniacup Adm. Aide II Emma I. Canlas Adm. Aide I Sylvia Alfaro Clerk Ann P. de Leon</i>



				Clerk May G. Limson Admin Aide
		TOTAL P 100.00	21 Minutes	

5. Application and Registration of Birth

Service Information: REPUBLIC ACT NO. 3753 mandates the establishment of a civil registrar in the Philippines where acts, events, legal instrument and court decrees concerning the civil status of person shall be recorded. The birth of a child, being vital for a person, must be registered within 30 days from the time of birth at the LCRO of the City/ Municipality where it occurred.

Office or Division:	Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	Citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplished Municipal Form (MF) 102			Office of the Municipal Civil Registrar	
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Request assistance to Midwife, Hilot, or attendant at birth submits accomplished MF 102 to the staff.	1. Receive document and verify correctness and completeness of the entries.	None	5 Minutes	<i>Georgina P. Maniacup Adm. Aide II Emma I. Canlas Adm. Aide I Sylvia Alfaro Clerk Ann P. de Leon Clerk May G. Limson Admin Aide</i>
	1.1. Assign registry number and stamp seal for authenticity	None	3 Minutes	
	1.2. Forward to the Municipal Civil Registrar (MCR) for signature.	None	3 Minutes	
2. Pay fees and secure Official Receipt	2. Staff issued order of payment to the client 2.1. Issue Certificate of Live Birth to the client after signing in the logbook	P 100.00	10 Minutes	<i>Rev. Coll. Clerk MTO Georgina P. Maniacup Adm. Aide II Emma I. Canlas Adm. Aide I Sylvia Alfaro Clerk Ann P. de Leon Clerk May G. Limson Admin Aide</i>
TOTAL		P 100.00	21 Minutes	



6. Application and Registration of Death

Service Information: The spouse or nearest relative who has knowledge of the death of a person who died without medical assistance must report the same within 48 hours.

Office or Division:	Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	Citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplished Municipal Form (MF) 103			Office of the Municipal Civil Registrar	
Burial Permit from the Municipal Treasurers Office (MTO)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request assistance to Municipal Health Office or relative of the decedent person submits accomplished MF 103 (death certificate) to the staff	1. Receive document and verify correctness and completeness of the entries.	None	5 Minutes	<i>Georgina P. Maniacup Adm. Aide II Emma I. Canlas Adm. Aide I Sylvia Alfaro Clerk Ann P. de Leon Clerk May G. Limson Admin Aide</i>
	1.1. Assign registry number and stamp seal for authenticity	None	3 Minutes	



	1.2. Forward to the Municipal Civil Registrar (MCR) for signature.	None	3 Minutes	Municipal Civil Registrar MCRO
2. Pay fees and secure Official Receipt	2. Staff issued order of payment to the client 2.1. Issue Certificate of Certificate of Death to the client after signing in the logbook	P 600.00	10 Minutes	Rev. Coll. Clerk MTO Georgina P. Maniacup Adm. Aide II Emma I. Canlas Adm. Aide I Sylvia Alfaro Clerk Ann P. de Leon Clerk May G. Limson Admin Aide
TOTAL		P 600.00	21 Minutes	

7. Delayed Registration

Service Information: REPUBLIC ACT NO. 3753 mandates the establishment of a civil registrar in the Philippines where acts, events, legal instrument and court decrees concerning the civil status of person shall be recorded.

Office or Division:	Municipal Civil Registrar
Classification:	Complex



Type of Transaction:	G2C- Government to Citizens			
Who may avail:	Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Baptismal certificate, Marriage contract/ of their parents, Community tax certificate (birth) ➤ Death certificate issued by church, Picture of gravestone (lapida), Affidavit from attorney for delayed registration (death) ➤ Copy of marriage not registered, Affidavit of solemnizing officer or contracting parties (marriage) 		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits negative certification and supporting documents	1. Receives and verifies and assess.	None	5 Minutes	<i>Georgina P. Maniacup Adm. Aide II Emma I. Canlas Adm. Aide I Sylvia Alfaro Clerk Ann P. de Leon Clerk May G. Limson Admin Aide</i>
2. Pays fees and secure official receipt	2. Receive and inform the client of the posting requirement (10 days) and advise him/her to get the owner's copy	Birth- P 100.00 Marriage- P 100.00 Death- P 600.00 (municipal)/ P 100.00 (church)	10 Minutes	<i>Rev. Coll. Clerk MTO Georgina P. Maniacup Adm. Aide II Emma I. Canlas Adm. Aide I Sylvia Alfaro Clerk Ann P. de Leon</i>



				<i>Clerk May G. Limson Admin Aide</i>
2.1. Wait for the notice of the agency.	2.1. Issue Certificate of Death to the client after signing in the logbook	None	10 Days and 3 minutes	<i>Rev. Coll. Clerk MTO Georgina P. Maniacup Adm. Aide II Emma I. Canlas Adm. Aide I Sylvia Alfaro Clerk Ann P. de Leon Clerk May G. Limson Admin Aide</i>
TOTAL		Birth- P 100.00 Marriage- P 100.00 Death- P 600.00 (municipal)/ P 100.00 (church)	10 Days and 18 Minutes	

8. Issuance of Certified Machine Copies

Service Information: Civil Registry of documents such as birth, marriage and death certificates may be availed of by securing a certified transcript or photocopy from the LCRO. Any person/ individual concerned or his/her duly authorized person can secure a copy of registered civil registry documents.



Office or Division:	Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	Citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official receipt from the Municipal Treasurer's Office			Office of the Municipal Civil Registrar	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approaches staff, requests certified true copy (CTC) of documents and provide necessary information	1. Stamps the document after verification from records and forwards document to MCR for signing.	None	15 minutes	<i>Emma I. Canlas Adm. Aide I</i>
2. Pays fees and secure official receipt	2. Present OR to MCR	P 100.00	10 minutes	<i>Rev. Coll. Clerk MTO</i>
	2.1. MCR prepares certificate with annotation and endorsement letter to PSA	None	5 minutes	<i>Municipal Civil Registrar MCRO</i>
	2.2. MCR signs each copy of document and issues document to client.			
TOTAL		P 100.00	30 Minutes	



9. Application for Marriage License

Service Information: The Marriage License is accomplished and filed separately by the contracting parties in the Municipality where either one of them habitually resides. These licenses are valid in any part of the Philippines for a period of 120 days from the date of issue. They are deemed automatically cancelled if the contracting parties have not yet gotten married within this period.

Office or Division:	Municipal Civil Registrar			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	Citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> ➤ One of the contracting party in a resident of San Simon, Certificate of No Marriage (CENOMAR), Birth of baptismal certificate, Pre-Marriage counseling ➤ Parental consent <i>if applicant is 18 years old but below 21 years old</i> ➤ Parental advise, <i>if applicant is 21 years old but below 25 years old</i> ➤ Death certificate of deceased spouse, judicial decree of absolute divorce, judicial decree of annulment, declaration of presumptive death ➤ Certificate of legal capacity to contract marriage from their respective diplomatic or consular officials , <i>if foreigner</i> ➤ <i>Affidavit</i> 			Office of the Municipal Civil Registrar	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Client approaches staff and makes an inquiry.	1. Starts interviewing the contracting party writing the answer to MF 90.	None	10 minutes	<i>Georgina P. Maniacup Adm. Aide II Emma I. Canlas Adm. Aide I Sylvia Alfaro Clerk Ann P. de Leon Clerk May G. Limson Admin Aide</i>
2. The client pay fees and secure official receipt	2. Present OR to MCR staff	420.00 for civil 220.00 for church	10 minutes	<i>Rev. Coll. Clerk MTO</i>
3. Wait for the notice of the agency.	2.1. Subscribes application and advised applicants that license will be released after 10 days of application	None	5 Minutes	<i>Georgina P. Maniacup Adm. Aide II Emma I. Canlas Adm. Aide I Sylvia Alfaro Clerk Ann P. de Leon Clerk May G. Limson Admin Aide</i>
	3. Issue marriage license		10 Days and 10 Minutes	
TOTAL		420.00 for civil 220.00 for church	10 Days and 35 Minutes	

10. Filing Petition for Correction of Clerical Error (RA 9048-CCE), Change of First Name (RA 9048-CFN), Correction of Date of Birth, and Correction of Gender



Service Information: Republic Act No. 9048 authorizes the City or Municipal Civil Registrar or the Consul General to correct Clerical or typographical error in an entry and/or change the first name or nickname in the Civil Registers without need of a judicial order. An Administrative remedy in nature, it is a departure from the usual judicial process in correcting clerical errors or changing an entry in civil registry documents. It is aimed at according petitioners an expeditious and cheaper way of correcting errors found in his record.

Office or Division:	Municipal Civil Registrar	
Classification:	Highly Technical	
Type of Transaction:	G2C- Government to Citizens	
Who may avail:	Citizens	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Correction of Clerical Error (RA 9048-CCE) <ul style="list-style-type: none"> • Authenticated documents from Philippine Statistics Authority • RA 9048 form • Official receipt of the Community Tax Certificate (CEDULA) 	PSA Office of the Municipal Civil Registrar MTO
	Change of First Name (RA 9048-CFN) <ul style="list-style-type: none"> • Authenticated documents from Philippine Statistics Authority (PSA) • RA 9048 form, PSA birth certificate, Baptismal certificate • Marriage Certificate, Earliest School records (elementary & high school), ID's, Birth certificate (children), Certificate of employment/or affidavit of non-employment, Barangay, police, NBI clearances • Affidavit of Publication, Newspaper clippings • Official receipt of the Community Tax Certificate (CEDULA) 	PSA PSA Client Records MTO
	Correction of Date of Birth <ul style="list-style-type: none"> • PSA Copy of Certificate of Live Birth to be corrected • LCRO copy of Certificate of Live Birth to be corrected Baptismal certificate 	PSA MCR



<ul style="list-style-type: none"> • Medical Records, Earliest school records (elementary & high school) • Police clearance & NBI clearance, Certificate of employment/or affidavit of unemployment, Affidavit of Publication • Newspapers clippings • Official receipt of the Community Tax Certificate (CEDULA) 		<p>Client records Client records</p> <p>MTO</p>		
<p>Correction of Gender</p> <ul style="list-style-type: none"> • PSA Copy of Certificate of Live Birth to be corrected • LCRO copy of Certificate of Live Birth to be corrected Baptismal certificate • Medical Records, Earliest school records (elementary & high school) • Police clearance & NBI clearance, Certificate of employment/or affidavit of unemployment, Affidavit of Publication • Newspapers clippings • Official receipt of the Community Tax Certificate (CEDULA) • Certificate of Authenticity in the medical certificate stating that the petitioner has not undergone sex change or sex transplant • Medical certificate stating that the petitioner has not undergone sex change or sex transplant 		<p>PSA MCR</p> <p>Client records Client records</p> <p>MTO</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Client approaches staff, present problem and submits required documents based on the type of correction.</p> <p>2. The client will pay fees and</p>	<p>1. Staff receives petition after examining completeness and sufficiency of supporting documents and let the petitioner sign the petition paper</p> <p>2. Process and issue OR</p>	<p>None</p> <p>CCE- P 3 000.00</p>	<p>15 Minutes</p> <p>10 Minutes</p>	<p><i>Emma I. Canlas</i> <i>Adm. Aide I</i></p>



<p>secure official receipt.</p> <p>NOTE:</p> <p>a. <i>Notice will be posted for 10 days</i></p> <p>b. <i>Approved petition is submitted to PSA for affirmation.</i></p> <p><i>Client advised to after a month to follow up his/her petition</i></p> <p>3. Wait for the affirmation of the petition.</p> <p>4. Receive the finality from MCR and submit to PSA Manila</p>	<p>3. Process the petition filed</p> <p>4. Release the document.</p>	<p>CFN- P 1 000.00 DOB- P 3 000.00 Gen- P 3,000.00</p> <p>None</p> <p>None</p>	<p>1-3 months or beyond</p> <p>5 Minutes</p>	<p><i>Rev. Coll. Clerk MTO</i></p> <p><i>Municipal Civil Registrar MCRO</i></p>
<p>TOTAL</p>		<p>CCE- P 3 000.00 CFN- P 1 000.00 DOB- P 3 000.00 Gen- P 3,000.00</p>	<p>1-3 months beyond</p>	



**Office of the Municipal Social Welfare and
Development Officer
External Services**



1. Securing Certificate of Indigency

Service Information: Certificate of Indigency is a certification issued by the Municipal Social Welfare and Development Office certifying that the said client/applicant belongs to the indigent families in the barangay as certified by the punong barangay.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	Indigent Simonian			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Barangay Certification/Indigency issued by the Barangay captains Certification from Assessor's Office Assessment Report (for legal assistance) 			<ul style="list-style-type: none"> Barangay hall from where the client lives Municipal Assessor's Office Municipal Social Welfare and Development Office (MSWDO) 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	1. Give the Logbook to the client	NONE	1 Minute	Social Welfare Officer III/ MSWD Officer MSWDO
2. Submission of complete requirements to the worker	2. Receive the complete requirements from the client	NONE	2 Minutes	Social Welfare Officer III/ MSWD Officer MSWDO
3. Provide personal information	3. Interview the client of what his/her purpose in Securing Certificate of Indigency 3.1 Encode the Certificate of Indigency (for Medical, Financial,	NONE	10 Minutes	Social Welfare Officer III/ MSWD Officer MSWDO



	Educational, Transportation, Burial Assistance) 3.2 Print and sign the Certificate of Indigency 3.3 Issue/Release Certificate of Indigency to the Client			
4. Wait for the Scheduled date of Home Visitation	4.FOR LEGAL PURPOSES - Schedule date for Home Visitation 4.1. Conduct Home Visitation Prepare Assessment Report 4.2. Issue/Release Certificate of Indigency to the Client	NONE	2 Days	<i>Social Welfare Officer III/ MSWD Officer MSWDO</i>
TOTAL		NONE	2 Days and 13 Minutes	

2. Securing Solo Parent I.D.

Service Information: Solo Parents –is a person who lives with a child or children and who does not have a wife/ husband or live-in partner. A single parent may have either sole custody of the child or joint physical custody, where the child lives part time with each parent. Reasons for becoming a single parent include divorce, break up, abandonment, death of the other parent, childbirth by a single woman or single person adoption. A single parent family is a family with children that is headed by a single parent.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizens
Who may avail:	Solo parent/s



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Barangay Certification issued by the Barangay Captains (original) 		<ul style="list-style-type: none"> Barangay hall from where the client lives 		
<ul style="list-style-type: none"> 2 pcs 1x1 ID picture 		<ul style="list-style-type: none"> Client 		
<ul style="list-style-type: none"> Photocopy of Birth certificate of children (Below 18 years old) 		<ul style="list-style-type: none"> Philippine Statistics Authority (PSA) 		
<ul style="list-style-type: none"> Photocopy of Death Certificate of Spouse (if Widower) 		<ul style="list-style-type: none"> Philippine Statistics Authority (PSA) 		
<ul style="list-style-type: none"> Photocopy of PWD ID of child if above 18 years old (if applicable) 		<ul style="list-style-type: none"> Municipal Social Welfare and Development Office (MSWDO) 		
<ul style="list-style-type: none"> Filled up application form/Intake Sheet 		<ul style="list-style-type: none"> Municipal Social Welfare and Development Office (MSWDO) 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	1. Give the Logbook to the client	NONE	1 Minute	<i>Solo Parent Focal Person</i> MSWDO
2. Submission of complete requirements to the worker	2. Receive the complete requirements from the client	NONE	2 Minutes	<i>Solo Parent Focal Person</i> MSWDO
3. Provide personal information	3. Interview the client 2.1 Encode Information to the Data base 2.2 Print the Solo parent ID	NONE	10 Minutes	<i>Solo Parent Focal Person</i> MSWDO
4. Sign the Solo Parent ID	4. Issue/Release the Solo Parent ID to the client.	NONE	1 Minute	<i>Solo Parent Focal Person</i> MSWDO
5. Undergo Orientation	5. Brief orientation on RA 8972 also known as Solo Parent Act of 2000	NONE	5 Minutes	<i>Solo Parent Focal Person</i> MSWDO



TOTAL	NONE	19 Minutes	
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3. Assessment Report for Travel Clearance

Service Information: Assessment Report is a document issued by the Municipal Social Welfare and Development – whichever applicable o Filipino minor who is below 18 years of age travelling outside the Philippines, unaccompanied by his/her parents or those exercising parental authority and legal custody of the child. It certifies that a minor is authorized to travel abroad for valid reasons based on the assessment of the social worker.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	Parent/Relative of the Minor			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• 2x2 picture of minor or passport size (3pcs)			• Client	
• Photocopy of Minors' Birth Certificate (PSA Authenticated)			• Philippine Statistics Authority (PSA)	
• Photocopy of Marriage Certificate of Parents (PSA Authenticated)			• Philippine Statistics Authority (PSA)	
• Affidavit of Support and Consent (Duly Notarized)			• Legal Counsel	
• Photocopy of Passport of Travelling Companion			• Department of Foreign Affairs (DFA)	
• Affidavit of Consent of Both Parents (Duly Notarized)			• Legal Counsel	
• Income Tax or Soggiorno (For those bound to Italy and Spain only)			• Bureau of Internal Revenue (BIR)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	1. Give the Logbook to the client	1. NONE	1 Minute	Social Welfare Officer III MSWDO
2. Submission of complete	2. Recieve the complete requirements	2. NONE	2 Minutes	Social Welfare Officer III



requirements to the worker	from the client			MSWDO
3. Provide personal information	3. Interview the client of what his/her purpose in securing Assessment Report. 3.1 Prepare and Encode the Assessment Report. 3.2 Print the Assessment Report 3.3 Sign the Assessment Report 3.4 Issue/Release the Assessment Report to the client 3.5 Refer the Client to DSWD Regional Office 3 for the issuance of Travel Clearance	3. NONE	30 Minutes	Social Welfare Officer III MSWDO
TOTAL		NONE	33 Minutes	

4. Securing Person With Disability I.D.

Service Information: Persons With Disabilities are those suffering from restriction of different abilities, as a result of a mental, physical or sensory impairment, to perform an activity in the manner or within the range considered normal for a human being.

Office or Division:	Municipal Social Welfare and Development Office		
Classification:	Simple		
Type of Transaction:	G2C- Government to Citizens		
Who may avail:	Clients/Person With Disability/ Relative		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE
<ul style="list-style-type: none"> 2 pcs – 1x1 ID Picture 			<ul style="list-style-type: none"> Client



<ul style="list-style-type: none"> • 2 pcs – 2x2 ID Picture • Medical Certificate • Accomplished Membership form 		<ul style="list-style-type: none"> • Client • Licensed Physician • Municipal Social Welfare and Development Office (MSWDO) 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	1. Give the Logbook to the client	NONE	1 Minute	<i>PWD Focal Person</i> MSWDO
2. Submission of complete requirements to the worker	2. Receive the complete requirements from the client	NONE	2 Minutes	<i>PWD Focal Person</i> MSWDO
3. Provide personal information	3. Interview the client 3.1 Encode Information to the Data base 3.2 Print the PWD ID	NONE	10 Minutes	<i>PWD Focal Person</i> MSWDO
4. Sign the PWD ID	4. Issue/Release the PWD ID to the client. 4.1 Brief Description of RA 9442 also known as Magna Carta for Disabled Person	NONE	1 Minute	<i>PWD Focal Person</i> MSWDO
TOTAL		NONE	14 Minutes	

5. Securing Senior Citizen ID and Purchase Booklet

Service Information: Senior Citizen shall mean any resident citizen of the Philippines and at least 60 years of age and above. .The grant of 20% discount from all the establishments relative to the utilization of services in hotels, restaurants and recreation centers



and purchase of medicines in all establishments for the exclusive use or enjoyment of Senior Citizens, including funeral and burials services for the death of Senior Citizens.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	Senior Citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • 2 Original Valid ID with birth date 			<ul style="list-style-type: none"> • PSA, DFA, SSS, , GSIS, PAG IBIG, BIR, Post Office, COMELEC, Phil Health 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	1. Give the Logbook to the client	NONE	1 Minute	OSCA Chairman MSWDO
2. Submission of complete requirements to the worker	2. Receive the complete requirements from the client	NONE	2 Minutes	OSCA Chairman MSWDO
3. Provide personal information	3. Interview the client 3.1 Encode Information to the Data base 3.2 Print the Senior Citizen ID	NONE	10 Minutes	OSCA Chairman MSWDO
4. Sign the Senior Citizen ID	4. Issue/Release the Senior Citizen ID to the client Senior Citizen Purchase Booklet 4.1 Brief description of RA 9994 also known as Expanded Senior Citizen Act of 2010	NONE	1 Minute	OSCA Chairman MSWDO
TOTAL		NONE	14 Minutes	



6. Provision of Relief Assistance

Service Information: Relief Assistance – pertains to immediate provision of essential services to meet basic needs which have become unavailable to the people because of calamities and other distressful situation.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	Affected Families			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> List of Affected families 			<ul style="list-style-type: none"> Barangay Captain / Municipal Disaster Risk Reduction Management Office (MDRRMO) 	
<ul style="list-style-type: none"> Disaster Assistance Family Access Card (DAFAC) 			<ul style="list-style-type: none"> Municipal Social Welfare and Development Office (MSWDO) 	
<ul style="list-style-type: none"> Situational Report 			<ul style="list-style-type: none"> Municipal Disaster Risk Reduction Management Office (MDRRMO) 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the list of Affected families	1. Conduct Assessment through Disaster Assistance Family Access Card	NONE	1 Day	MSWDO Staffs MSWDO
2. Prepare Venue of the Relief Distribution	2. Preparation of Relief Goods (If there are no available commodities, Emergency Purchase of Relief Goods)	NONE	2 to 3 Hours	MSWDO Staffs MSWDO



3.Acknowledgement of the Relief Goods	3.Releasing of Relief Goods to the Assigned Barangay Officials affected by the disaster	NONE	2 to 3 Hours	MSWDO MSWDO
TOTAL		NONE	1 Day and 4-6 Hours	

7. Provision of Assistance for Individuals in Crisis Situation (AICS) or Financial/Medical Assistance

Service Information: Financial Assistance or Assistance for Individual in Crisis Situation (AICS) - the provision of needed interventions to enable distressed individuals/families to cope with crisis. Assistance maybe in the form of transportation assistance, medical of hospitalization support, and burial assistance to bereaved families and other financial support.

Office or Division:	Municipal Social Welfare and Development Office		
Classification:	Simple		
Type of Transaction:	G2C- Government to Citizens		
Who may avail:	Individuals/Family in Crisis Situation		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none"> • Certificate of Indigency • Photocopy of Valid ID 		<ul style="list-style-type: none"> • Barangay hall from where the client lives • DFA, SSS, PSA, GSIS, PAG IBIG, BIR, Post Office, COMELEC, Phil Health 	
<ul style="list-style-type: none"> • Photocopy of Medical Certificate/Prescription Medicine valid for 3 months (for Medical Assistance) 		<ul style="list-style-type: none"> • Licensed Physician 	
<ul style="list-style-type: none"> • Photocopy of Death Certificate (for Burial Assistance) 		<ul style="list-style-type: none"> • Municipal Civil Registrar (MCR) 	
<ul style="list-style-type: none"> • Photocopy of Legal Documents (for VAWC/ CNSP/ Court Related cases) 		<ul style="list-style-type: none"> • Municipal Trial Court /Regional Trial Court 	
<ul style="list-style-type: none"> • BFP/ Police Report (for Fire Victims) 		<ul style="list-style-type: none"> • Bureau of Fire Protection (BFP) / Police Station 	



<ul style="list-style-type: none"> • Barangay/Police Blotter (for BalikProbinsya Program) • Referral letter if applicable • Intake Sheet 		<ul style="list-style-type: none"> • Barangay Hall/Police Station • From concerned referring party • Municipal Social Welfare and Development Office (MSWDO) 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	1. Give the Logbook to the client	NONE	1 Minute	MSWDO Staff MSWDO
2. Submission of complete requirements to the worker	2. Recieve the complete requirements from the client	NONE	2 Minutes	MSWDO Staff MSWDO
3. Provide personal information	3. Interview the client what is his/her problem why he/she is asking for financial help 3.1 Assessment and Preparation of Intake Sheet	NONE	10 Minutes	MSWDO Staff MSWDO
4. Wait for the processing of the Documents	4. Review and Approval of MSWDO officer	NONE	2 Minutes	MSWD Officer/ SWO III MSDWO
5. Wait for the processing of the Documents	5. Encode on the Data Base of AICS	NONE	3 Minutes	MSWDO Staff MSWDO
6. Submission of documents to the Mayors' Office for releasing of Assistance to Individuals in Crisis Situation	6. Release the Assistance to Individuals in Crisis Situation	NONE	3 Minutes	Office of the Mayor
TOTAL		NONE	21 Minutes	



8. Securing of Social Case Study Report

Service Information: Social Case Study Report – it is a referral letter or a case study (prepared by the MSWDO or a social worker) for the concerned agencies like PCSO, Hospitals and referrals of clients to other service providers of other agencies concerned

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	Residents of San Simon			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Certificate of Indigency 			<ul style="list-style-type: none"> • Barangay hall from where the client lives 	
<ul style="list-style-type: none"> • Photocopy of Valid ID 			<ul style="list-style-type: none"> • DFA, SSS, PSA, GSIS, PAG IBIG, BIR, Post Office, COMELEC, Phil Health 	
<ul style="list-style-type: none"> • Photocopy of Medical Certificate/Prescription Medicine valid for 3 months (for Medical Assistance) 			<ul style="list-style-type: none"> • Licensed Physician 	
<ul style="list-style-type: none"> • Photocopy of Death Certificate (for Burial Assistance) 			<ul style="list-style-type: none"> • Municipal Civil Registrar 	
<ul style="list-style-type: none"> • Photocopy of Legal Documents (for VAWC/ CNSP/ Court Related cases) 			<ul style="list-style-type: none"> • Municipal Trial Court /Regional Trial Court 	
<ul style="list-style-type: none"> • Photocopy of COR, COE, School ID, Account Summary, ITR (for Educational Assistance) 			<ul style="list-style-type: none"> • School where the student is currently enrolled at 	
<ul style="list-style-type: none"> • BFP/ Police Report (for Fire Victims) 			<ul style="list-style-type: none"> • Bureau of Fire Protection (BFP)/ Police Station 	
<ul style="list-style-type: none"> • Barangay/Police Blotter (for BalikProbinsya Program) 			<ul style="list-style-type: none"> • Barangay Hall/Police Station 	
<ul style="list-style-type: none"> • Referral letter if applicable 			<ul style="list-style-type: none"> • From concerned referring party 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign in the Client Log Book	1.Give the Logbook to the client	NONE	1 Minute	<i>Social Welfare Officer III</i>



				MSWDO
2.Submission of complete requirements to the worker	2.Recieve the complete requirements from the client	NONE	2 Minutes	<i>Social Welfare Officer III</i> MSWDO
3.Provide personal information	3. Interview the client of what his/her purpose in securing Social Case Study Report. 3.1 Assessment and Preparation of the Social Case Study Report 3.2 Print the Social Case Study Report 3.3 Sign the Social Case Study Report 3.4 Issue/Release the Social Case Study Report to the client	NONE	30 Minutes	<i>Social Welfare Officer III</i> MSWDO
TOTAL		NONE	33 Minutes	

9. Provision of Educational Assistance for Junior/ Senior High School and College Students

Service Information: Educational assistance- is provision of part of the tuition fees of indigent/qualified student or his/her educational expenses.

Office or Division:	Municipal Social Welfare and Development Office		
Classification:	Simple		
Type of Transaction:	G2C- Government to Citizens		
Who may avail:	Students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE



• Photocopy of Certificate of Registration	• School Registrar			
• Photocopy of Certificate of Enrollment (for Senior/Junior High School)	• School Registrar			
• Photocopy of Grades	• School			
• Photocopy of School ID	• School			
• Certificate of Indigency	• Barangay hall from where the client lives			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	1. Give the Logbook to the client	NONE	1 Minute	MSWDO Staff MSWDO
2. Submission of complete requirements to the worker	2. Receive the complete requirements from the client	NONE	2 Minutes	MSWDO Staff MSWDO
3. Provide personal information	3. Interview the client why is he/her applying for Educational Assistance 3.1 Assessment and Preparation of Intake Sheet	NONE	10 Minutes	MSWDO Staff MSWDO
4. Wait for the processing of the Documents	4. Review and Approval of MSWDO officer	NONE	2 Minutes	MSWD Officer/ SWO III MSWDO
5. Wait for the processing of the Documents	5. Encode on the Data Base of AICS	NONE	3 Minutes	MSWDO Staff MSWDO
6. Submission of documents to the Mayors' Office for releasing Educational Assistance.	6. Release of Educational Assistance	NONE	3 Minutes	Office of the Mayor
TOTAL		NONE	21 Minutes	



10. Securing Pre-Marriage Counseling Certificate

Service Information: Pre-marriage counseling – is a one day orientation and counseling to would-be couples on Responsible Parenthood and Family Planning. This is a Presidential Decree No. 965 as a pre-requisite for securing the marriage license of the couple.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	Would-be Couple			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Application of Marriage License • Birth Certificate of Would-be couple • Certificate of No Marriage 			<ul style="list-style-type: none"> • Municipal Civil Registrar • Philippine Statistics Authority (PSA) • Philippine Statistics Authority (PSA) 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	1. Give the Logbook to the client	NONE	1 Minute	Municipal Population Development Officer MSWDO
2. Submission of complete requirements to the worker	2. Receive the complete requirements from the client	NONE	2 Minutes	Municipal Population Development Officer MSWDO
3. Provide personal information	3. Interview the would-be couple 3.1 Schedule the Pre-Marriage Counseling	NONE	10 Minutes	Municipal Population Development Officer MSWDO
4. Attend the Pre-Marriage	4. Conduct of Pre- Marriage	NONE	4 Hours	Municipal Population Development Officer



Counseling	Counseling 4.1 Issuance/Release of Pre Marriage Counseling Certificate			MSWDO
TOTAL		NONE	4 Hours and 13 Minutes	



Office of the Rural Health Unit

External Services



1. Availing of outpatient consultation at the Rural Health Unit (RHU)

Service Information: THE RURAL HEALTH UNIT and Barangay Health Centers provide medical assistance to any person/individual. The Health Centers regularly give Primary Health Care services for general consultation and treatment of minor cases. Major surgical and medical cases are referred to nearby secondary and tertiary hospitals. (San Luis District Hospital and Jose B. Lingad Memorial Hospital)

Office or Division:	Rural Health Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	All Simonians			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Philhealth ID No.			Secure at Philhealth Branch III, Dolores, City of San Fernando, Pampanga and 4P's ID at DSWD Office, Municipal Hall, San Agustin	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the midwife or nurse on duty for the registration of data on the Initial Treatment Records	1. Register the patient's data on the Initial Treatment Records	None	3 Minutes	<i>Midwife/ Nurse On Duty</i> RHU
2. Let the midwife or nurse on duty take the vital signs and interview for medical history	2. Take note of the vital signs and medical history	None	3 Minutes	<i>Midwife/ Nurse On Duty</i> RHU



3. Take the physical examination	3. Assess the client's illness by physical examination as per CARI, CDD, and CVD protocol. Educate the patient before treating him/her for IMCI cases or before referring to the Public Health Nurse or Rural Health Physician as to what the case needs	None	5 Minutes	Midwife/ Nurse On Duty RHU
4. Meet the Rural Health Physician for the examination	4. Examine the patient.	None	3 Minutes	Rural Health Physician RHU
5. Wait for the assessment and medical advice from the rural health physician	5. Give medical advice and prescribe or issue appropriate medicines.	None	3 Minutes	Rural Health Physician RHU
6. Receive and fill-up the referral for if needed	6. For referral, give filled out referral slip form to other facilities.	None	1 Minute	Rural Health Physician RHU
TOTAL		None	18 Minutes	

2. Availing of immunization services

Service Information: THE PURPOSE of this health program is to immunize 0-12 month-old babies from vaccine-preventable diseases such as Polio, DPT, TB, Measles, Mumps, Rubella, Hepatitis B, Human Papilloma Virus and Japanese Encephalitis. An anti-pneumonia vaccine is also being given to senior citizens as well as anti-flu vaccination.



The Rural Health Unit also immunizes pregnant women beginning their 2nd trimester to prevent the occurrence of Tetanus Neonatorum in infants and to prevent them from acquiring Tetanus during delivery which can be caused by unsterile equipment used.

Office or Division:	Rural Health Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	0-12 month-old babies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Early Child Care and Development Card (ECCD Card)			Mothers' Book from their respective health stations	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the rural health unit for the scheduled immunization of the infant.	1. Interview the mother of the infant and check the ECCD card for the scheduled immunization. For new patients, register the infant to obtain an ECCD card.	None	3 Minutes	<i>Midwife/ Nurse On Duty</i> RHU
2. Let the midwife or nurse on duty to examine the infant	2. Check for the vital signs of the infant especially the temperature, assessed the patient properly and determine his/her well-being.	None	2 Minutes	<i>Midwife/ Nurse On Duty</i> RHU
3. Let the midwife or nurse on duty	3. Immunize the infant for 1 – ½ mos.	None	3 Minutes	<i>Midwife/ Nurse</i>



give the proper immunization that the infant needs.	old BCG, DPT/Polio/Hepatitis B with 28-30 days interval of the 2 nd and 3 rd immunization. At nine (9) months old, immunize the infant for anti-measles and give 100,000 IU drops of Vitamin A.			On Duty RHU
TOTAL		None	8 Minutes	

3. Availing of Maternal and Child health care services

Service Information: THE RURAL HEALTH UNIT and satellite barangay health stations provide maternal services to pregnant and lactating mothers. The service includes prenatal, natal and postnatal care to ensure safe motherhood and deliveries to healthy babies. Family planning is also advocated postpartum.

The RHU has San Simon Birthing Station (SSBS) which is Phil health accredited including the newborn screening as well as the hearing test. It offers normal spontaneous delivery for uncomplicated cases for free for patients with Phil health membership and with fees for non-Phil health members. It offers Women About To Give Birth (WATGB) to patients who delivered in the SSBS who are non-member within 24 hours provided they will pay for the whole coverage of 2,400.00 and provides assistance through the MSWD AICS program for the indigents and poorest of the poor.

Pap smear is also offered for the whole month of March which is considered a Women's Month. Rural Health Physician schedules Pap smear in 14 barangays catering to all women under reproductive age especially those who are sexually active.

Office or Division:	Rural Health Unit
Classification:	Simple



Type of Transaction:	G2C- Government to Citizens			
Who may avail:	Simonian Mother and Child			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Home Based Maternal Records (HBMR)		Client		
MDR for women who are about to give birth		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Home Based Maternal Records (HBMR) with the help of the SSBS midwife or nurse on duty.	1. Accomplish the HBMR of the mother.	None	3 Minutes	<i>Midwife/ Nurse On Duty SSBS Midwife On Duty BHS</i>
2. Take the medical examination given to determine any risk factor.	2. Check for the vital signs of the mother to determine the risk factor.	None	5 Minutes	<i>Midwife/ Nurse On Duty SSBS Midwife On Duty BHS</i>



	<p>2.1. Conduct physical examination of the mother. Request for Hgb-Hct, Urinalysis, FBS, Ultrasound and HBs routine</p> <p>Ag screening as the tests for pregnantwomen and further laboratory examinations and work-up as the case needs.</p>	<p>P 3,850.00 for non-Philhealth members</p> <p>P 2,400.00 for WATGB</p>	5 Minutes	<p>Midwife/ Nurse On Duty SSBS Midwife On Duty</p> <p>BHS</p>
3. Take note for the instructions and advices given.	3. Orient the mother for proper nutrition and maternal care as well as family planning.	None	5 Minutes	<p>Midwife/ Nurse On Duty SSBS Midwife On Duty BHS</p>
	3.1. Instruct mother on the danger signs of pregnancy	None	5 Minutes	<p>Midwife/ Nurse On Duty SSBS Midwife On Duty BHS</p>
	3.2. Advise the mother that a provision of micronutrients such as Ferrous Sulfate, Tetanus Toxoid and Vitamin A depends on the trimester of pregnancy.	None	5 Minutes	<p>Midwife/ Nurse On Duty SSBS Midwife On Duty BHS</p>
TOTAL		<p>P 3,850.00 for non-Philhealth members</p> <p>P 2,400.00 for WATGB</p>	28 Minutes	



4. Availing of dental services

Service Information: THE DENTAL SERVICE of the RHU is available to all pre-schoolers, targeted school children, pregnant and lactating women and to all senior citizens to prevent and treat dental problems. The Municipality has an itinerant dental health team in the RHU headed by Dra. Racheal Manlapaz offering free dental check-up, extraction, and other dental services under the flagship dental program “Sirang Ngipin ay Bunutin ng Mukha Mo’y Artistahin” of the municipality. Dental consultations and activities in the barangay are also being conducted.

Office or Division:	Rural Health Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	All pre-schoolers, targeted school children, pregnant and lactating women and to all senior citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the dental form.	1. Register the patient in the dental form.	None	3 Minutes	<i>Midwife/ Nurse On Duty RHU</i>
2. Let the midwife or nurse on duty	2. Take & record the BP of the	None	3 Minutes	<i>Midwife/ Nurse</i>



to take and record the patient's blood pressure.	patient.			On Duty RHU
3. Inform the midwife or nurse on duty know the dental history of the patient.	3. Assess & take dental history of the patient.	None	3 Minutes	Dentist RHU
4. Take the necessary dental procedures.	4. Perform the necessary dental procedure on the patient.	None	5 Minutes	Dentist RHU
TOTAL		None	14 Minutes	

5. Availing of family planning services

Service Information: FAMILY PLANNING SERVICE provides not only family planning commodities but also Basic Family Planning Education (Mother's Class/ Barangay), Information on different Family Planning Methods as well as Family Planning Counselling to all women of reproductive age. It can also provide mothers of malnourished children and malnourished pregnant and lactating mothers information on nutrition which are geared toward improving their nutritional status. The importance of exclusive breastfeeding is being emphasized also during the sessions.

Office or Division:	Rural Health Unit		
Classification:	Simple		
Type of Transaction:	G2C- Government to Citizens		
Who may avail:	Simonians		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
None			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Family Planning Form.	1. Interview client and ask to fill-up the Family Planning Form.	None	3 Minutes	<i>Family Planning Coordinator</i> RHU
2. Let the midwife or nurse on duty to take and record vital sign and take an initial physical examination.	2. Get the vital signs of client. Conduct initial physical examination before referral to the physician.	None	5 Minutes	<i>Family Planning Coordinator</i> RHU
3. Listen to the assessment given.	3. Assess the client, counsel the client on the Family Planning methods availability and suitability.	None	3 Minutes	<i>Rural Health Physician</i> RHU
4. Choose your preferred family planning method.	4. Allow the client to choose her preferred family planning method and guide as well as counsel her accordingly	None	3 Minutes	<i>Rural Health Physician</i> RHU
5. Take note the given instruction to PHN/RHM on the chosen method.	5. Give instruction to PHN/RHM on the chosen method of the client.	None	3 Minutes	<i>Family Planning Coordinator</i> RHU
6. Remember to go on scheduled regular follow-up check-up and Pap smear schedule.	6. Remind the client on the regular follow-up check -up and Pap smear schedule	None	5 Minutes	<i>Family Planning Coordinator</i> RHU
TOTAL		None	22 Minutes	



6. Availing of the tuberculosis program

Service Information: THE RURAL HEALTH UNIT manages an anti-tuberculosis program. The program aims at and controlling the spread/transmission of tuberculosis (San Simon TB Task Force) in the community. San Simon RHU is now DOTS (Direct Observed Treatment Short-course Therapy) Phil health accredited. The main objective is to identify and treat patients with TB by providing anti-tuberculosis drugs for free using the DOTS.

Office or Division:	Rural Health Unit			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	Simonians			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
AFB Sputum Exams (3 Sputum) for free		RHU		
Chest X-ray result		Laboratory		
TB Treatment card		RHU		
TB Registration		RHU		
MDR, Gene X-pert from JBL-MRH (MWF) being send to Apalit, RHU 1				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON



				RESPONSIBLE
1. Take the assessment to determine if there is a TB symptoms.	1. Determine if the client is TB symptomatic through initial assessment on the medical history and record in the Initial Treatment Record.	None	3 Minutes	<i>NTP Coordinator/ Public Health Nurse RHU All Midwives/ Nurses On Duty RHU</i>
2. Wait for the assessment of the rural health physician.	2. Assess the patient for the appropriate management and treatment needed.	None	5 Minutes	<i>Rural Health Physician RHU</i>
3. If assessed to have symptoms, follow the instruction given by the rural health physician and go to the medical technologist for the extraction of 2 specimen.	3.1. If the patient is a suspected TB case and sputum examinations are warranted refer the patient to the Medical Technologist for 2 specimens as instructed. 2.If for chest X-ray, give him/her referral slip 3. If for PPD, refer to PHN for scheduling to the RHM. 4. If for gene X-pert, send specimen to Apalit RHU 1 to JBL-MRH via strider 5. Instruct the patient to return with all the results.	None	3 Days	<i>Medical Technologist/ Rural Health Midwife On-Duty RHU</i>
4. If assessed as a patient, get the NTP identification card from the NTP Coordinator.	4. Enrolment of Patient 4.1. Assess patient with all his/her results if eligible as National	None	10 Minutes	<i>NTP Coordinator/ Public Health Nurse RHU</i>



	<p>Tuberculosis Program (NTP) beneficiary. If not eligible, do the proper referral, treatment or advise according to the case.</p> <p>4.2. If eligible, enroll patient and issue NTP identification card. Inform the midwife and BHW assigned to the patient for his or her “Tutok Gamutan”. Advise her/him on his schedule of follow-up and sputum examination.</p>			
TOTAL		None	3 Days and 18 Minutes	

7. Availing of laboratory services

Service Information: The RURAL HEALTH UNIT provides laboratory services to every constituent of the municipality. Services are available free of charge to all patients. These services include:

- Urinalysis
- Focalizes
- Sputum Examination
- HIV test
- Hepatitis B screening
- Blood typing
- Rapid Plasma Regain Test



Office or Division:	Rural Health Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	Simonians			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Laboratory Request from the patient's doctor *Specimens (urine, stool, sputum, blood)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the log book and request for a laboratory service needed.	1. Register the client in the logbook. Ask for the laboratory request and instruct client on getting the specimen properly.	None	3 Minutes	<i>Medical Technologist</i> RHU
2. Submit the extracted specimen to the medical technologist.	2. Submit/Extract Specimen a. Identify properly the specimen; b. Prepare and read specimen	None	5-10 Minutes	<i>Medical Technologist</i> RHU
3. Upon submission, wait for the result of the laboratory test.	3. Release the results on the scheduled time and ask the patient to sign in the logbook.	None	3 Minutes	<i>Medical Technologist</i> RHU



TOTAL	None	11-16 Minutes
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8. Securing medical certificate

Service Information: **ISSUANCE OF MEDICAL CERTIFICATE** is a provision in the 2008 Revised Revenue Code of the municipality of San Simon, Pampanga under Article 4E.01 which is legal documentation of the health status of the patient within the period of his or her absence from work or studies. It should not be used in any medico-legal case if not indicated and if there's no request from the PNP prior to its requisition. Hence, it must come from an honest history taking and thorough examination of the patient. The physician has the power to decide for further examinations to come up with the right assessment and whether to give or not to give a medical certificate as to her assessment.

ISSUANCE OF MEDICAL CERTIFICATE for public teachers, 4p's, PWDs' and senior citizens is free while for private absentee employees and students, insurances, etc. are charged 100.00

Office or Division:	Rural Health Unit
Classification:	Simple
Type of Transaction:	G2G- Government to Government G2C- Government to Citizens
Who may avail:	Simonians
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure old file or fill-up initial form for new patient from the information desk.	1. Look for the old file of the patient or gather clinical record for new patients.	None	3 Minutes	<i>Midwife/ Nurse On Duty RHU</i>
2. Proceed to the Nurse or Midwife on Duty	2. Monitor vital signs and inquire for the chief complaint and medical history	None	3 Minutes	<i>Midwife/ Nurse On Duty RHU</i>
3. Proceed to the Doctor's Office for further evaluation and assessment.	3. Assess the patient for the appropriate management and treatment needed.	None	5 Minutes	<i>Rural Health Physician RHU</i>
4. Payment of fees at the Rural Health Unit with the Issuance of Municipal Receipts.	4. Receive the payment from the patient and issue a municipal receipt/	P 100.00	5 Minutes	<i>Rural Health Physician RHU</i>
5. a. receiving if without problems and no need for further work up. 5. b. accomplishments of further requirements ex. laboratories.	5. Releasing and documentation.	None	3-5 Minutes depends on the time each laboratory requirement/s	<i>Rural Health Physician RHU</i>



			will take	
		TOTAL	P 100.00	18-21 Minutes

9. Securing health card and sanitary permit

Service Information: **ISSUANCE OF HEALTH CARD AND SANITARY PERMIT** is being done at the Municipality of San Simon after presenting the requirements to the Sanitary Inspectors. Inspection to Establishments/Industries is conducted to ensure public safety. Under PD 856, laboratory examinations are warranted to all employees such as urinalysis and stool examinations (**every 6 months**) as well as chest X-ray (**once a year**) in all establishments. Additional hepatitis screening is required on all food establishments while random drug testing is a prerogative of their companies and non-compulsory to employees.

Any laboratory either for medical or for water testing which shall cater to an establishment shall be certified by the Rural Health Physician as to its DOH accreditation to ensure quality and standardized results. The physician has the power to revoke laboratory examinations which are suspicious and erroneous hence DOH accreditations of such facilities are warranted. Health cards of all employees are required for the issuance of Sanitary Permit.

Office or Division:	Rural Health Unit
Classification:	Simple
Type of Transaction:	G2B- Government to Business G2G- Government to Government



	G2C- Government to Citizens			
Who may avail:	Simonians			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ SANITARY HEALTH CARD <ul style="list-style-type: none"> ● Hepatitis Screening (Food Establishments) ● Chest X-ray ● Urine ● Stool exam ● Drug Test (optional) 				
<ul style="list-style-type: none"> ➤ ESTABLISHMENTS/INDUSTRIAL SANITARY PERMIT: <ul style="list-style-type: none"> ● Barangay Clearance ● Environmental Compliance Certificate ● DENR ● Waste Water Treatment (for Industrial only) <ul style="list-style-type: none"> * 150php for each health card issued * Sanitary permit fee is already included in the Business Permit 				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements to the Sanitary Inspector for assessment if applicant is qualified for securing	1. Assess the requirements submitted to determine if the applicant is qualified to secure a	None	3 minutes	<i>Sanitary Inspector</i> RHU/ MO-BOSS



Health Card/ Sanitary Permit.	Health Card or Sanitary Permit.			
1.1. For Establishments/Industries securing Sanitary Permit inspection will be done before the issuance of Sanitary Permit.	1.1. Go to an on-site inspection for Establishments/Industries securing Sanitary Permit before the issuance of the Sanitary Permit.	None	1-2 hours	<i>Sanitary Inspector</i> RHU/ MO-BOSS
2. Wait for the evaluation of the Sanitary inspector.	2. If applicant requirements passed the evaluation, Health Cards and/or Sanitary Permit will be issued.	P 150.00 for each health card issued Sanitary permit fee is already included in the Business Permit	3 minutes	<i>Sanitary Inspector</i> RHU/ MO-BOSS
TOTAL			2 Hours and 6 Minutes	

10. Availing of diabetic club and hypertensive club membership

Service Information: THE RURAL HEALTH UNIT organized the Diabetic Club and Hypertensive Club for the reason that these two dreadful diseases are the main causes of morbidity and mortality among our constituents. Patients once enrolled are given available medicines and free screening in every Barangay. Our Rural Health Midwives were given each glucometer for blood sugar monitoring as well as a “Tsek-up” package from DOH. Health teachings are given to them to be aware of the DO’s and DON’T’s of their illnesses. We also celebrate the clubs’ anniversary annually. Dr. Nessel Rozul and his affiliate hospitals have been our partners in rendering free specialty services to our constituents.



Office or Division:	Rural Health Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	Simonians			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
PEN Form			Respective barangay health stations	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Diabetic and or Hypertensive Patient's Record Sheet.	1. Register the Patient on the Diabetic and or Hypertensive Patient's Record Sheet.	None	3 Minutes	Midwife/ Nurse On Duty RHU
2. Submit the form to the midwife or nurse on duty.	2. Take Note of the Vital Signs and Medical History.	None	5 Minutes	Midwife/ Nurse On Duty RHU
	2.1. Register Patient on the database for Diabetic and or Hypertensive Club Membership.	None	3 Minutes	Admin Aide/ IT RHU
TOTAL		None	11 Minutes	



11. Availing of animal bite treatment package

Service Information: THE RURAL HEALTH UNIT is now an ABTC Philhealth Accredited facility. It offers free anti-rabies vaccination for patients bitten by possible rabid animals such as cats and dogs. Only those patients under Category 1 and 2 are being served and Category 3 patients are only given tetanus toxoids and are subsequently referred to higher facilities with the service.

Office or Division:	Rural Health Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	Simonians			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Go to the rural health unit immediately after the patient was bitten by an animal.	Evaluation of client as to what category of bite and further management.	None	5 Minutes	<i>Rural Health Physician</i> RHU
Wait for the evaluation given by the attending nurse, get the anti-rabbies vaccination if available or go to the referred institution.	Anti-rabies vaccination or referral to other institution.	None	10 Minutes	<i>ABTC Nurse Coordinator</i> RHU



	TOTAL	None	15 Minutes	
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Office of the Sangguniang Bayan External Services



1. Granting and Issuance of Municipal Ordinance in the application for reclassification of agricultural land

Service Information: Granting and issuance of municipal ordinance in the application for reclassification of land is a provision of Section 20 of R.A. 7160 and Municipal Zoning Ordinance. It is a document by way of a municipal ordinance that authorizes the reclassification of agricultural land and provide for the manner of its utilization or disposition into other purpose.

Office or Division:	Office of the Sangguniang Bayan	
Classification:	Highly- Technical	
Type of Transaction:	G2B- Government to Business G2G- Government to Government G2C- Government to Citizens	
Who may avail:	Citizen / Government / Government Employee / Official/ Business	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application letter addressed to the Sangguniang Bayan requesting for reclassification.		Applicant
2. Proof of ownership of land, TCT/OCT and other documents establishing ownership duly certified by Register of Deeds within 30 days prior to filing application.		Applicant/ RD
3. Special Power of Attorney (If the Petitioner is other than the owner of the land or Board Resolution if the owner is a corporation duly signed by the member.		Applicant
4. Sketch vicinity and location plan showing TCT No., Lot No., area per		



<p>title duly prepared by licensed Geodetic Engineer showing sufficient references points for the identification of the property under consideration.</p> <ol style="list-style-type: none"> 5. Billboard sign 4" x 8" measuring indicating the caption of the request and the proposed project. 6. Certification from the Municipal Agriculturist Officer (MAO of San Simon) as provided under Sec. 20 of the Local Government Code. 7. True copy of Tax Declaration covering the subject property (current year) 8. Zoning Clearance with Official Receipt showing Proof of payment of Filing and Inspection fees. 9. DAR Clearance 10. Barangay Public Hearing/ Barangay Resolution interposing no objection or endorsing favorably the propose reclassification of agricultural lands 	<p>Licensed GE</p> <p>Applicant</p> <p>MAO</p> <p>MAsso MPDO-Zoning</p> <p>DAR Barangay</p>
<p>Requirements set forth under Memorandum Circular No. 54, S-1993 and Administrative Order No. 363 of the Office of the President for reclassification of agricultural lots:</p> <ol style="list-style-type: none"> 1. Certification from the Department of Environment and Natural Resources stating that the land is classified as alienable and disposable and not needed for forestry purposes. 2. Certification from the Department of Agriculture as to the total area of existing agricultural/sugar lands in the municipality. 3. Certification from the Department of Agrarian Reform indicating that such lands are not distributed or covered by a Notice of Valuation under CARP 4. Certification from the National Irrigation Administration that the area to be reclassified is not covered under Presidential A.O. 20, s. 1992 	<p>DENR</p> <p>DA</p> <p>DAR</p>



<p>5. Certification from the local Housing Land Use Regulatory Board NIA (HLURB) specifying the total area of zoned agricultural lands in the local government concerned based on the approved Comprehensive HLURB Land Use Plan or Zoning Ordinance prior to the application for conversion, and</p> <p>6. Submission of application to the HLURB as well as the result of its review and consultation</p>		HLURB		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present and submit the application letter together with the requirements	1. Receive the application letter and assess the requirements submitted. If the application has complete documentary requirements except those issued by the NGAs, the application shall be received.	None	15 Minutes	SB Secretary/ SB Staffs/ SB Member-Committee in charge SB
	1.1. Review of the submitted documents and follow-up documents not yet submitted as deemed significant by the SB on the grant of Municipal Ordinance.	None		SB Members-Committee in charge SB
2. Expect a notice of hearing in the following weeks	2. Log entry on the data base of incoming communication for agenda of the Sangguniang Bayan;	None		
	2.1. Assign a proposed measure number on the application and include the same on the Calendar of Business for the consideration of the Sangguniang Bayan on its regular	None	5- 7 Days	SB Secretary/ SB Staffs/ SB Member-Committee in charge SB



	session; and 2.2. Conduct of Regular Session which includes the referral of the application on the concerned committee and scheduling of the committee hearing.	None		
3. Receive the notice of hearing on the scheduled committee hearing of the application submitted and attend committee hearing	3. Issue notice of committee hearing 3.1. Conduct committee hearing and document the activity 3.2. Instruct the applicant to submit the incomplete certifications issued by the NGAs	None	5-7 Days	<i>SB Members-Committee in charge</i> SB
4. Submit the certification requirements issued by the NGAs	4. Wait for the applicant to submit NGA requirements	None	Processing time will depend on the submission of all the required certification from NGAs	<i>SB Secretary/ SB Staffs/ SB Member-Committee in charge</i> SB
5. Receive the Municipal Ordinance authorizing the reclassification of the applied agricultural land	5. Once submitted, prepare the Committee Report and include the same on the Calendar of Business on the regular session of the Sanggunian for its consideration; 5.1. Account and approve the committee report on the regular session of the Sanggunian Calendar the propose application for second reading.	None	14 Days	



	<p>Approve the application for second reading and calendar the same for third reading. Approve the application for third reading;</p> <p>5.2. Prepare the minutes of the previous regular session. Approve and sign by all the members present the minutes of the previous regular session;</p> <p>5.3. Prepare and submit the Municipal Ordinance authorizing the reclassification of the land for signature of SB Members and Vice Mayor. Transmit the same to the Office of the Mayor for signature.</p> <p>5.4. Receive and log the signed municipal ordinance and issue the same to all concerned departments including the applicant</p>			
TOTAL	None	More or less One Month		



Office of the Information Technology Internal Services



IT San Simon Ticketing System (Simple Transactions)

The Office of Information Technology offers streamlined support through IT San Simon Helpdesk Services. Lodge your requests online at <https://itsansimonhelpdesk.hesk.com/> for prompt assistance.

Office or Division:	Office of the Information Technology			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Internal transactions exclusively for LGU Departments and other attached NGAs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Screenshot / Error Logs (If Applicable) Relevant Information / Any additional context with the request and relevant details		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scan the provided IT Ticketing System (IT Helpdesk) QR Code or Visit the direct link: https://itsansimonhelpdesk.hesk.com		None		<i>Client</i>
2. Click “Submit a ticket.” *For “General Request” (Simple Transactions) -Basic and straightforward technical issues. -Typically involve common software or hardware problems. -Can be addressed within a short timeframe. Examples: Software installations, password resets, minor hardware malfunctions.		None		<i>Client</i>
3. Provide relevant details such as the nature of the problem, any error messages encountered, and the urgency of the request.		None		<i>Client</i>
4. Submit IT Support Request Ticket After successfully submitting your IT Support Request ticket,	4.1 Review the details provided, including the nature of the issue and its impact on the	None	5 Minutes	<i>Admin Aide II IT Officer I</i>

<p>please ensure to take note of the provided ticket reference number. This reference number is essential for tracking the progress of your request.</p>	<p>client's operations.</p>			
<p><i>General Request (1 Day Estimated Time to Resolve)</i></p>	<p>4.2 Assign the ticket to an appropriate IT support team member for resolution.</p>		<p>2 Minutes</p>	
	<p>4.3 Resolve the issue or fulfill the client's request in a timely manner.</p>		<p>1 Day</p>	<p><i>IT Support Team</i></p>
	<p>4.4 Close the support ticket (Mark as Resolved) and ensure the client is satisfied with the resolution.</p>			
<p>TOTAL</p>			<p>1 Day and 7 Minutes</p>	



IT San Simon Ticketing System (Complex Transactions)

The Office of Information Technology offers streamlined support through IT San Simon Helpdesk Services. Lodge your requests online at <https://itsansimonhelpdesk.hesk.com/> for prompt assistance.

Office or Division:	Office of the Information Technology			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Internal transactions exclusively for LGU Departments and other attached NGAs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Screenshot / Error Logs (If Applicable) Relevant Information / Any additional context with the request and relevant details		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scan the provided IT Ticketing System (IT Helpdesk) QR Code or Visit the direct link: https://itsansimonhelpdesk.hesk.com		None		<i>Client</i>
2. Click "Submit a ticket." *For "Complex IT Technical Request" (Complex Transactions) - Issues that require deeper investigation or troubleshooting. - Involve multiple components or systems. - Solutions need more time due to their intricacy. Examples: Network connectivity problems, advanced software configuration issues.		None		<i>Client</i>
3. Provide relevant details such as the nature of the problem, any error messages encountered, and the urgency of the request.		None		<i>Client</i>
4. Submit IT Support Request Ticket After successfully submitting your IT Support Request ticket, please ensure to take note of the provided ticket reference number. This reference number is essential for tracking the progress of your request.	4.1 Review the details provided, including the nature of the issue and its impact on the client's operations.	None	5 Minutes	<i>Admin Aide II IT Officer I</i>
	4.2 Assign the ticket to an appropriate IT support team		2 Minutes	

<i>Complex IT Technical Request (3 Days Estimated Time to Resolve)</i>	member for resolution.			
	4.3 Resolve the issue or fulfill the client's request in a timely manner.			
	4.4 Close the support ticket (Mark as Resolved) and ensure the client is satisfied with the resolution.		3 Days	<i>IT Support Team</i>
TOTAL			3 Days and 7 Minutes	



IT San Simon Ticketing System (Highly Technical Transactions)

The Office of Information Technology offers streamlined support through IT San Simon Helpdesk Services. Lodge your requests online at <https://itsansimonhelpdesk.hesk.com/> for prompt assistance.

Office or Division:	Office of the Information Technology			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Internal transactions exclusively for LGU Departments and other attached NGAs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Screenshot / Error Logs (If Applicable) Relevant Information / Any additional context with the request and relevant details		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scan the provided IT Ticketing System (IT Helpdesk) QR Code or Visit the direct link: https://itsansimonhelpdesk.hesk.com		None		<i>Client</i>
2. Click "Submit a ticket." *For "Highly Technical Request" (Highly Technical Transactions) - Advanced and intricate technical challenges. - Demand in-depth analysis and research for effective solutions. - Require specialized expertise and skills. - Longer resolution time due to the complexity involved. Examples: Server migrations, complex security assessments, intricate software integrations.		None		<i>Client</i>
3. Provide relevant details such as the nature of the problem, any error messages encountered, and the urgency of the request.		None		<i>Client</i>
4. Submit IT Support Request Ticket After successfully submitting your IT Support Request ticket, please ensure to take note of the provided ticket reference number. This reference number is essential for tracking the progress of your request.	4.1 Review the details provided, including the nature of the issue and its impact on the client's operations.	None	5 Minutes	<i>Admin Aide II IT Officer I</i>
	4.2 Assign the ticket to an appropriate IT support team		2 Minutes	

<i>General Request (1 Day Estimated Time to Resolve)</i>	member for resolution.			
	4.3 Resolve the issue or fulfill the client's request in a timely manner.		5 Days Lead Time or Subject to IT Technical Assessment	<i>IT Support Team</i>
	4.4 Close the support ticket (Mark as Resolved) and ensure the client is satisfied with the resolution.			
TOTAL			5 Days and 7 Minutes	



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback

The Client Satisfaction Measurement (CSM) is a strategic feedback mechanism aimed at gathering insights from customers of government offices to elevate service quality. This initiative relies on your recent transaction experiences to refine our services.

1. Manual Filing:

- Locate the designated CSM drop box within the premises.
- Retrieve CSM form from the box.
- Fill out the form with detailed information about your recent transaction or interaction with the government office.
- Review the filled-out form for accuracy.
- Fold the completed form and drop it into the designated drop box.

2. Scan QR Code at the Drop Box

- Using your smartphone, open the camera or QR code scanning app.
- Point your smartphone camera at the QR code printed at the CSM drop box located within the government office premises.
- This will redirect you to the online CSM form.
- Fill out the CSM form online with comprehensive details about your recent transaction or interaction with the government office.
- Review the completed form to ensure accuracy.
- Once satisfied, click on the "Submit" button to electronically transmit your feedback.
- If you wish to have a physical copy of your submitted response, you can print it by clicking the "Print" button provided at the bottom of the form.

3. Scan QR Code on Billing Statement: (for Business Permit Application)

- Retrieve your billing statement, which include a QR code.
- Using your smartphone, open the camera or QR code scanning app.

	<ul style="list-style-type: none"> • Point your smartphone camera at the QR code printed on the billing statement. • This will redirect you to the San Simon QR Link Tool. • at the San Simon QR Link Tool, click on the option "File Feedback." • Fill out the CSM form with detailed information about your recent transaction or interaction with the government office. • Review the filled-out form for accuracy. • Once satisfied, submit your feedback electronically. • If you wish to have a physical copy of your submitted response, you can print it by clicking the "Print" button provided at the bottom of the form.
<p>How feedbacks are processed</p>	<p>A. Positive Feedback</p> <ul style="list-style-type: none"> • When a compliment is received through the feedback form, the HRMO will promptly acknowledge it by sending a commendation letter to the respective office, accompanied by a copy of the feedback form. Additionally, the HRMO will file the commendation for future reference. • If a received compliment is deemed to have made a significant impact on the municipality, the HRMO will initiate a process to recognize and commend the responsible office or individual. This recognition may take the form of an award presented during one of the municipality's prominent events. • The HRMO will document the recognition process for future benchmarking purposes. <p>B. Negative Feedback</p> <ul style="list-style-type: none"> • Upon receiving negative feedback from a client, the HRMO will promptly reach out to the complainant using the provided contact details to verify the validity and details of the complaint. • In the event of non-response from the source, the negative feedback will be considered void, and the HRMO will proceed accordingly. • The HRMO will conduct a thorough

	<p>investigation into the facts and details surrounding the incident and the subject individual, to understand the situation's context and validity.</p> <ul style="list-style-type: none"> • If the feedback is found to be valid following the investigation, the HRMO will issue a memorandum instructing the Head of Office to take appropriate actions in response to the feedback for accountability and resolution. • In cases where the feedback is deemed void after investigation, the feedback form will be archived for record-keeping purposes and future reference in the complaint handling process.
<p>How to file a complaint</p>	<p>A. Complaint</p> <ol style="list-style-type: none"> 1. Know your rights and responsibilities by understanding the relevant laws and regulations governing the specific office to navigate the process effectively. 2. Collect all relevant details about your complaint. This includes: <ul style="list-style-type: none"> • The specific issue or incident you want to report. • Date, time, and location of the incident. • Any supporting evidence (documents, photos, etc.) that can strengthen your case. 3. Reach out to the agency directly. You can do this by: <ul style="list-style-type: none"> • Visiting their office in person. • Contacting them via phone or email. • Explain your complaint and provide the necessary information. • Or by lodging it electronically by accessing the San Simon Transparency Portal located at the Business One Stop Shop or by visiting the direct link: https://forms.office.com/r/80ZiaaqnYy 4. Submit a formal complaint in writing. Your complaint should include: <ul style="list-style-type: none"> • Your full name and contact information. • A clear description of the issue. • Supporting evidence (if available). • Date and time of the incident. 5. Ask for an acknowledgment receipt or reference number for your complaint. This ensures that your complaint is officially

	<p>recorded.</p> <ol style="list-style-type: none"> 6. Be patient but persistent. Regularly follow up with the agency to check the status of your complaint. If there are delays or lack of response, politely inquire about the progress. 7. If your complaint is not resolved at the local level, you can escalate it to higher authorities: <p>B. Suggestion</p> <ol style="list-style-type: none"> 1. Upon receiving a suggestion through the feedback form, the HRMO will meticulously assess its realism, usefulness, and feasibility, and ensure that it aligns with the office's objectives and can be implemented. 2. The HRMO will convene a panel comprising relevant office staff to further scrutinize the suggestion's potential impact and viability. The review panel will then draft recommendations outlining actionable steps to implement the suggestion effectively. 3. The HRMO will issue a memorandum addressed to the concerned office, accompanied by a copy of the feedback form containing the endorsed recommendations. 4. The HRMO will facilitate communication between the concerned office and the suggestion provider. 5. Periodic follow-ups will be conducted by the HRMO to track the implementation status and address any challenges encountered. 6. Upon successful implementation, the HRMO will recognize and commend the efforts of both the suggestion provider and the concerned office.
<p>How complaints are processed</p>	<ol style="list-style-type: none"> 1. The HRMO receives the complaint through various channels such as a feedback form, email, hotline, or in-person submission. Upon receipt, the complaint is reviewed to determine its nature, severity, and urgency. 2. If necessary, the HRMO contacts the complainant to gather additional details, clarify information, or confirm receipt of the complaint. The complaint is documented systematically, including relevant details such as the complainant's information, nature of the complaint, parties involved,

	<p>and any supporting evidence.</p> <ol style="list-style-type: none"> 3. An investigation is conducted to gather facts, evidence, and perspectives related to the complaint. This may involve interviews, document review, site visits, or other investigative techniques. 4. The collected information is analyzed to determine the validity and merits of the complaint. 5. The concerned parties, including the complainant and any individuals or departments implicated in the complaint, are informed of the investigation findings and proposed resolution plan. 6. The resolution plan is implemented, and necessary actions are taken to address the issues raised in the complaint. The HRMO monitors the implementation of the resolution plan and conducts follow-up assessments to ensure that the complaint has been adequately addressed and that any recurrence is prevented. 7. Once the complaint resolution process is completed, the case is formally closed, and feedback may be sought from the complainant regarding their satisfaction with the resolution and the handling of the complaint.
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



Office	Address	Contact Information
Office of the Municipal Mayor	San Agustin San Simon, Pampanga	(045) 435-4520 Loc. Ext. 1000
		(045) 435-4520 Loc. Ext. 1001
Office of the Municipal Administrator	San Agustin San Simon, Pampanga	(045) 435-4520 Loc. Ext. 1002
Office of the Vice Mayor	San Agustin San Simon, Pampanga	(045) 435-4520 Loc. Ext. 1003
Office of the Sangguniang Bayan	San Agustin San Simon, Pampanga	(045) 435-4520 Loc. Ext. 1004
Municipal Treasurer's Office	San Agustin San Simon, Pampanga	(045) 435-4520 Loc. Ext. 1005
Business Permit and Licensing Office	San Agustin San Simon, Pampanga	(045) 435-4520 Loc. Ext. 1006
Municipal Assessor's Office	San Agustin San Simon, Pampanga	(045) 435-4520 Loc. Ext. 1007
Municipal Social Welfare and Development Office	San Agustin San Simon, Pampanga	(045) 435-4520 Loc. Ext. 1008
Municipal Civil Registry	San Agustin San Simon, Pampanga	(045) 435-4520 Loc. Ext. 1009
Public Employment Service Office	San Agustin San Simon, Pampanga	(045) 435-4520 Loc. Ext. 1010
Municipal Disaster Risk Reduction and Management office	San Agustin San Simon, Pampanga	(045) 435-4520 Loc. Ext. 1011
Municipal Environment and Natural Resource Office	San Agustin San Simon, Pampanga	(045) 435-4520 Loc. Ext. 1012
Municipal Engineering Office	San Agustin San Simon, Pampanga	(045) 435-4520 Loc. Ext. 1013
Municipal Planning and Development Coordinator	San Agustin San Simon, Pampanga	(045) 435-4520 Loc. Ext. 1014
Municipal Budget Office	San Agustin San Simon, Pampanga	(045) 435-4520 Loc. Ext. 1015
Municipal Accounting Office	San Agustin San Simon, Pampanga	(045) 435-4520 Loc. Ext. 1016
General Services Office	San Agustin San Simon, Pampanga	(045) 435-4520 Loc. Ext. 1017
Human Resource Management Office	San Agustin San Simon, Pampanga	(045) 435-4520 Loc. Ext. 1018
Municipal Agriculture Office	San Agustin San Simon, Pampanga	(045) 435-4520 Loc. Ext. 1019
Rural Health Unit	San Agustin San Simon, Pampanga	(045) 435-4520 Loc. Ext. 1020
Office of the Information Technology	San Agustin San Simon, Pampanga	(045) 435-4520 Loc. Ext. 1021