



REPUBLIC OF THE PHILIPPINES
PROVINCE OF CAMARINES NORTE
MUNICIPALITY OF SAN LORENZO RUIZ

CITIZENS CHARTER



CITIZENS' CHARTER

Municipality of San Lorenzo Ruiz
Province of Camarines Norte
Region V

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MESSAGE

ORGANIZATIONAL STRUCTURE

OFFICE OF THE MUNICIPAL MAYOR

SANGUNIANG BAYAN

HUMAN RESOURCE MANAGEMENT OFFICE



PLANNING AND DEV. OFFICE



CRM, REGISTRAR'S OFFICE



TREASURY OFFICE



ASSESSOR'S OFFICE



SOCIAL WELFARE & DEVELOPMENT OFFICE



OFFICE OF HEALTH SERVICES



OFFICE OF ADDITIONAL SERVICES



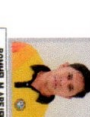
MUNICIPAL ENGINEERING OFFICE



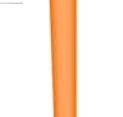
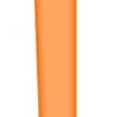
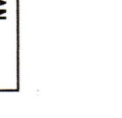
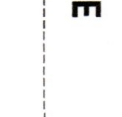
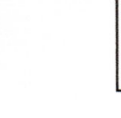
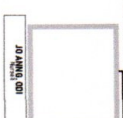
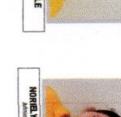
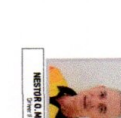
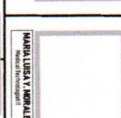
TOURISM OPERATIONS OFFICE



INDUSTRIES AND BUSINESS OFFICE



OFFICE OF THE SECRETARY TO THE SANGUNIANG BAYAN





MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

CITIZEN'S CHARTER



(I) Mandate:

To effectivity implement social welfare and development program, project and services that will alleviate poverty and empower disadvantaged individuals, families and communities are empowered for an improved quality of life.

(II) Vision

A municipality where the vulnerable and disadvantaged individuals families and communities are empowered for an improved quality of life.

(III) Mission

To provide Social Protection and promote the rights and welfare of the poor, vulnerable and the disadvantaged individuals, family and community to contribute the poverty allevation and empowerment through the Social Welfare Development policies, programs, projects and services implemented with or through Local Government Units, National Government Agencies, Non-governmental Units, Private Organizations and other Non-government Organizations.



LIST OF SERVICES

COUNSELING

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ISSUANCE OF:

- Certificate of Indigency
- Social Case Study Report
- Referral for External Funding

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PROVISIONS OF AID IN CRISIS
SITUATION (AICS)

8

COMPLAINTS OF WALK-IN
CLIENT AND/OR THROUGH
TEXT/E-MAILS/ PHONE CALLS

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LIST OF EMPLOYEE

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COUNSELING



1. COUNSELLING

FRONT LINE SERVI CES	STEP	STEP-BY-STEP PROCEDURE		OFFICER/EMPLOYEE RESPONSIBLE	MAXIMUM TIME OF TRANSACTION (under normal circumstances)	DOCUMENTS PRESENTED BY CLIENT
		APPLICANT/CLIENT	SERVICE PPROVIDER			
COUN SELIN G	1	Register in client's logbook	Assist client in registering in logbook	Officer of the day	5 minutes	None
	2		Ready General Intake Sheet for client	LOREN B. EFONDO Social Welfare Assistant	5 minutes	
	3	Submit for initial interview	Conduct basic interview to determine the appropriate services	LOREN B. EFONDO Social Welfare Assistant	15 minutes	
	4	Attend counseling session	Conduct counseling session	CARMELA JOY P. BALANG MSWDO	30 minutes for simple case 1 hour for complex cases	



- II. ISSUANCE OF:**
- CERTIFICATE OF INDIGENCY;**
 - SOCIAL CASE STUDY REPORT; AND**
 - REFERRAL FOR EXTERNAL FUNDING AGENCY**



II. ISSUANCE OF:

- **CERTIFICATE OF INDIGENCY;**
- **SOCIAL CASE STUDY REPORT; AND**
- **REFERRAL FOR EXTERNAL FUNDING AGENCY**

FRONTLINE SERVICE S	STEP	STEP-BY-STEP PROCEDURE		OFFICER/EMPLOYEE RESPONSIBLE	MAXIMUM TIME OF TRANSACTION (under normal circumstances)	DOCUMENTS PRESENTED BY CLIENT
		Applicant/ Client	Service Provider			
Issuance of: 1. Certificate of Indigency	1	Register's in client log book	Assist client in registering in logbook	Officer of the day	5 minutes	Barangay Certification of Indigency
	2	No activity	Ready General Intake Sheet for client	LOREN B. EFONDO Social Welfare Assistant	5 minutes	
	3	Submit for initial interview	Conduct basic interview to determine the appropriate services	LOREN B. EFONDO Social Welfare Assistant	15 minutes	
2. Social Case Study 3. Referral for External Funding Agency	4	Provide additional data, if necessary	Conduct home visitation gather collateral information and prepare necessary document	CARMELA JOY P. BALANG MSWDO Officer	Within the day	Barangay Certification of Indigency
	5	Receive requested documents	Issue Certificate of Indigency/ Social Case Study Report/ referral with instruction on how to proceed	CARMELA JOY P. BALANG MSWDO Officer	15 minutes	





III. PROVISION OF AID IN CRISIS SITUATION (AICS)



III. PROVISION OF AID IN CRISIS SITUATION (AICS)

FRONTLINE SERVICES	STEP	STEP-BY-STEP PROCEDURE		OFFICER/EMPLOYEE RESPONSIBLE	MAXIMUM TIME OF TRANSACTION (under normal circumstances)	DOCUMENTS PRESENTED BY CLIENT
		Applicant/Client	Service Provider			
Provision of Aid in Crisis Situation (AICS)	1	Register in client's logbook	Assist client in registering in logbook	Officer of the day	5 minutes	a. BURIAL ASSISTANCE
	2	No Activity	Ready General Intake Sheet for client	LOREN B. EFONDO SWA	5 minutes	- Brgy. Indigency - Death Certificate
	3	Submit for initial interview	Conduct basic interview to determine the appropriate services	LOREN B. EFONDO SWA	15 minutes	b. MEDICAL CERTIFICATE - Indigency - Medical Certificate - Doctor's Prescription - Hospital Bill
	4	No activity	Preparation of AICS Form and submission to the Office of the Mayor for approval	CARMELA JOY P. BALANG MSWDO Officer	15 minutes	- Other documents as may be advised by the MSWDO to the client



IV. COMPLAINTS OF WALK-IN CLIENT AND/OR THROUGH TEXT/E-MAIL/PHONE CALLS



IV. COMPLAINTS OF WALK-IN CLIENT AND/OR THROUGH TEXT/E-MAIL/PHONE CALLS

FRONTLINE SERVICES	STEP	STEP-BY-STEP PROCEDURE		OFFICER/EMPLOYEE RESPONSIBLE	MAXIMUM TIME OF TRANSACTION (under normal circumstances)	DOCUMENTS PRESENTED BY CLIENT
		Applicant/Client	Service Provider			
COMPLAINTS OF WALK-IN CLIENT AND/OR THROUGH TEXT/E-MAIL/PHONE CALLS	1	Inform the MSWDO personally and/or send text/ e-mail or call	Acknowledge the receipt and record/log the complaint	LOREN B. EFONDO SWA	Within the day	None
	3	Follow the instructions as advised	Verify the authenticity of the complaint	CARMELA JOY P. BALANG MSWDO Officer	Within the day	
	4	No activity	Take appropriate action by coordinating other concerned agencies	CARMELA JOY P. BALANG MSWDO Officer	Within the day	
	5	Follow the Instruction	Inform/notify the client of the action taken	CARMELA JOY P. BALANG MSWDO Officer	Within the day	



LIST OF EMPLOYEE

Name	Address	Contact Information
CARMELA JOY P. BALANG	MSWD Office	
Loren B. Efondo	MSWD Office	09501429473
Arzen Jade P. Sayno	MSWD Office	09070743923
Belinda M. Guloy	MSWD Office	09099043444
Nida D. Nerza	MSWD Office	09386751796



SAN LORENZO RUIZ
Feel the Thrill!

TOURISM OFFICE

CITIZENS CHARTER

I. MANDATE

Republic Act No. 7160, otherwise known as the Local Government Code of 1991 provided for the devolution of Department of Tourism functions to Local Government Units;

Section 17 of abovementioned act provides for LGU's responsibility in basic services and facilities that includes tourism development and promotion programs, tourism facilities and other tourism attractions including the acquisition of equipment, regulation and supervision of business concessions and security services for such facilities;

Section 15 and 22 of the same Act likewise provide that LGUs, as a corporate entity, are also vested corporate powers with full autonomy in propriety functions and management of their economic enterprise.

II. VISION

San Lorenzo Ruiz is a prime tourist destination and the thrill capital of Bicol region with sustainable tourism industry, fully developed with sufficient tourism-oriented establishments and recreational activities which can cater to the needs of both foreign and domestic tourists.

III. MISSION

To improve tourism services and facilities with best tourism industry practices, to sustain the industry's progress and development through generating tourism receipts and through ensuring sustainable source of income for the locals as well as to showcase the natural and manmade attractions of the municipality through promotion and through forging ahead tourism awareness.

IV. SERVICE PLEDGE

We commit to:

1. Answer and address tourism related queries
2. Provide technical assistance to tourism-oriented private stakeholders for the betterment of tourism services in their respective establishments
3. Assist community-based tourism organizations
4. Capacitate tourism front liners to properly serve tourists
5. Attend to academic queries relating to the history and tourism profile of the municipality
6. Promote both man-made and natural tourist attractions of the locality
7. Initiate actions for the provision of additional tourism services and facilities towards tourism development

TOURISM OFFICE

External Services

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- Answering
tourism
related
inquiries and
interviews
- Provision of
requested
tourism data
- Zipline ride

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Internal Services

- Signing of
BAC
Resolutions
and other
pertinent
documents

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TOURISM OFFICE

External Services

Service Name:	Answering tourism related inquiries and interviews
	Inquiries and concerns of tourists, stakeholders, tourism front liners and students regarding various tourist attractions, tourism profile and protocols are answered and addressed.
Office/Division:	Tourism Office
Classification:	Simple
Type of transaction:	G2C
Who may avail:	All

Client Steps	Agency Actions	Person Responsible	Fees to be paid:	Processing time:
1. Sign in/fill out the client log book at the office's info. Desk	Give the logbook to the client	Tourism Staff	None	3 min
2. Proceed with the inquiry	Answer the inquiry/concern/interview	Joara P. Sureta Tourism Operations Officer II	None	5-10 min
3. Answer the "client's feedback form" and submit the same	Give the client's feedback form and receive the same	Tourism Staff	None	3 min

Service Name:	Provision of requested tourism data
	Copies of tourism data ie tourist arrivals, inventory of tourist attractions and tourism profile are given to the requesting personnel or office.
Office/Division:	Tourism Office
Classification:	Simple
Type of transaction:	G2G G2C G2B
Who may avail:	Government agencies, businesses, students and researchers needing tourism data

Client Steps	Agency Actions	Person Responsible	Fees to be paid:	Processing time:
1. Sign in/fill out the client log book at the office's info. Desk	Give the logbook to the client	Tourism Staff	None	3 min
2. Proceed with requesting for data	Print the requested data	Joara P. Sureta Tourism Operations Officer II	None	5-10 min
3. Receive hard copy of the requested data	Give the copy of requested data	Tourism Staff	None	3 min
4. Answer the "client's feedback form" and submit the same	Give the client's feedback form and receive the same	Tourism Staff	None	3 min

Service Name:	Zipline ride
	San Lorenzo Ruiz Zipline is a tourism facility owned and managed by the Local Government Unit of San Lorenzo Ruiz. It is the longest zipline in Bicol region with 755m length cables. Zipline fee ranges from ₱250-₱350.
Office/Division:	Tourism Office
Classification:	Simple
Type of transaction:	G2C
Who may avail:	All SAN LORENZO RUIZ Provided they are 18 yo and above <i>Feel the Thrill!</i>

Client Steps	Agency Actions	Person Responsible	Fees to be paid:	Processing time:
1. Sign in/fill out the client log book at the office's info. Desk	Give the logbook to the client	Tourism Staff	None	3 min
2. Fill out and sign the Zipline Waiver	Give the waiver to the client	Tourism Staff	None	5 min
3. Submit the waiver	3. Receive the waiver	Tourism Staff	None	3 min
4. Pay for the Zipline Fee	Receive the Zipline Fee and issue an official receipt for the same	Mun. Treas. Office Staff	₱250- ₱350	3 min
5. Receive the Receipt	Give the receipt to the client	Mun. Treas. Office Staff	None	2min
6. Proceed with the donning of safety harness	Don client's safety harness	Tourism Staff	None	5min
7. Get oriented of the safety protocols	Orient the client of the dos and don'ts while riding the zipline	Tourism Staff	None	5 min
8. Proceed with the zipline ride	Proceed with assisting the client from take-off to landing	Tourism Staff	None	5-15min
9. Answer the "client's feedback form" and submit the same	Give the client's feedback form and receive the same	Tourism Staff	None	3 min

TOURISM OFFICE

Internal Services

Service Name:	Signing of BAC Resolutions and other pertinent documents
	BAC Resolutions and other documents relative to the same are counterchecked and signed by the Tourism Officer in her capacity as BAC Member.
Office/Division:	Tourism Office
Classification:	Simple
Type of transaction:	G2G
Who may avail:	Government offices/personnel.

Client Steps	Agency Actions	Person Responsible	Fees to be paid:	Processing time:
1. Give the document to the assigned Tourism Staff at the Mun. Tourism Info. Desk	Receive the document	Tourism Staff	None	3 min
2. Wait for the document	Carefully scan the document and sign the same	Joara P. Sureta Tourism Operations Officer II	None	5 min
3. Receive the signed document	Give the document to the client	Tourism Staff	None	3 min
4. Answer the "client's feedback form" and submit the same	Give the client's feedback form and receive the same	Tourism Staff	None	3 min

LIST OF OFFICES		
Office	Address	Contact Person, Contact Number & e-mail address
Tourism Information and Display Center I	Brgy. Mampurog, San Lorenzo Ruiz, Camarines Norte 4610	Joara P. Sureta <i>Tourism Operations Officer II</i> +639989820603 joarabamma@gmail.com
Tourism Information and Display Center II	Mun. Grounds, Brgy. Matacong, San Lorenzo Ruiz, Camarines Norte 4610	Joara P. Sureta <i>Tourism Operations Officer II</i> +639989820603 joarabamma@gmail.com
Zipline Building	Purok 2, Brgy. Matacong, San Lorenzo Ruiz, Camarines Norte 4610	Joara P. Sureta <i>Tourism Operations Officer II</i> +639989820603 joarabamma@gmail.com



**MUNICIPAL TREASURER'S OFFICE
CITIZEN'S CHARTER**

(I) Mandate :

The existence of the Municipal Treasurer's Office in a local government unit is based on the provisions of Book II, Section 470 of Republic Act No.1760, otherwise known as the Local Government Code 1991. It's main objective is to ensure properly conduct the local treasury operations by adopting various procedures relative to the performance of local tax revenue collections, custody and disbursement of local government financial resources. Thus, the three main areas of the treasury management specifically concern revenue intake, financial safe-keeping and disbursing of the government funds.

(II) Mission

To be an effective overseer of the local treasury operation in the three main areas, namely: revenue intake, financial safe-keeping and the disbursing of funds of Local Government of San Lorenzo Ruiz.

(III) Vision

The Municipal Treasurer's Office envisions to effectively meet the target for yearly collections thru innovative strategies and methods in Financial Management and continually improve the Management System to ensure taxpayers satisfaction.

1. REAL PROPERTY TAX
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2. TAX ON BUSINESS
7- 9

3. OTHER TAXES
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- Issuance of Community Tax Certificate (Individual/Corporation)

4. NON-TAX REVENUES
14 - 23

A} Regulatory Fees

A.1 Permit & Licenses

A.1 a) Fees on Weights (Sealing of Weights)

A.1 b) New or Renewal of Municipal Permit an Franchise Tax
for Tricycle Operation

A.1 c) Business Permit Fees

A.1 d) Other Regulatory Fees for Issuance of Permit

B} Registration Fees

B.1 Cattle/Animal Registration Fee

B.2 Civil Registration Fee

5. SERVICE/USER CHARGES AND OTHER SERVICE INCOME
24 - 26

A} Clearance and Certification Fees

B} Parking and Terminal Fees

6. RECEIPT FROM ECONOMIC ENTERPRISE
27 - 29

A} Cemetery Operations

B} Collection of San Lorenzo Ruiz Water System (SLRWS) Bill Payment

GOVERNMENT TO GOVERNMENT TRANSACTIONS

1. **REMITTANCE AND DEPOSIT OF CASH/CHECK COLLECTION**
31 - 33
2. **UPDATE OF CASH BOOK OF DAILY COLLECTIONS**
34 - 35
3. **RECEIVING INCOMING AND OUTGOING CORRESPONDENCE**
36 - 37
4. **PREPARATION OF ELECTRONIC STATEMENT OF
RECEIPTS AND 38 - 40 EXPENDITURES**
5. **INVENTORY AND MONITORING OF LGUS'S** **41 - 43**
PROPERTY, PLANT, AND EQUIPMENT
6. **SUBMISSION OF GSIS, PAG-IBIG AND** **44 - 45**
PHILHEALTH PREMIUMS AND LOANS
REMITTANCE

REAL PROPERTY TAX

1. REAL PROPERTY TAX

COLLECTION OF REAL PROPERTY TAX

Real Property tax payments are collected and validated through issuance of Official Receipts.

Office/Division	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction	G2C-Government to Citizen
Who may Avail	ALL SLR REAL PROPERTY OWNERS/DEVELOPERS

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1.REAL PROPERTY TAX BILL	MUNICIPAL TREASURER'S OFFICE PERSONNEL
2. REAL PROPERTY TAX DECLARATION	REAL PROPERTY OWNER
3. CASH/MANAGER'S OR PERSONAL CHECK	REAL PROPERTY OWNER

STEPS	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Proceed to table of collector, approach for payment of real property tax.	Verify real property tax records, compute/ assess tax due and require to pay.	None	10 minutes	Ester C. Placido Yolanda E. Abante MTO Personnel
2	Pay the amount of real property tax due.	Issue Official Receipts.	Basic tax due =.01 AV SEF tax due = .01 X AV	5 minutes	Ester C. Placido Yolanda E. Abante
		TOTAL:		15 minutes	

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TAX ON BUSINESS

BUSINESS TAX PAYMENT

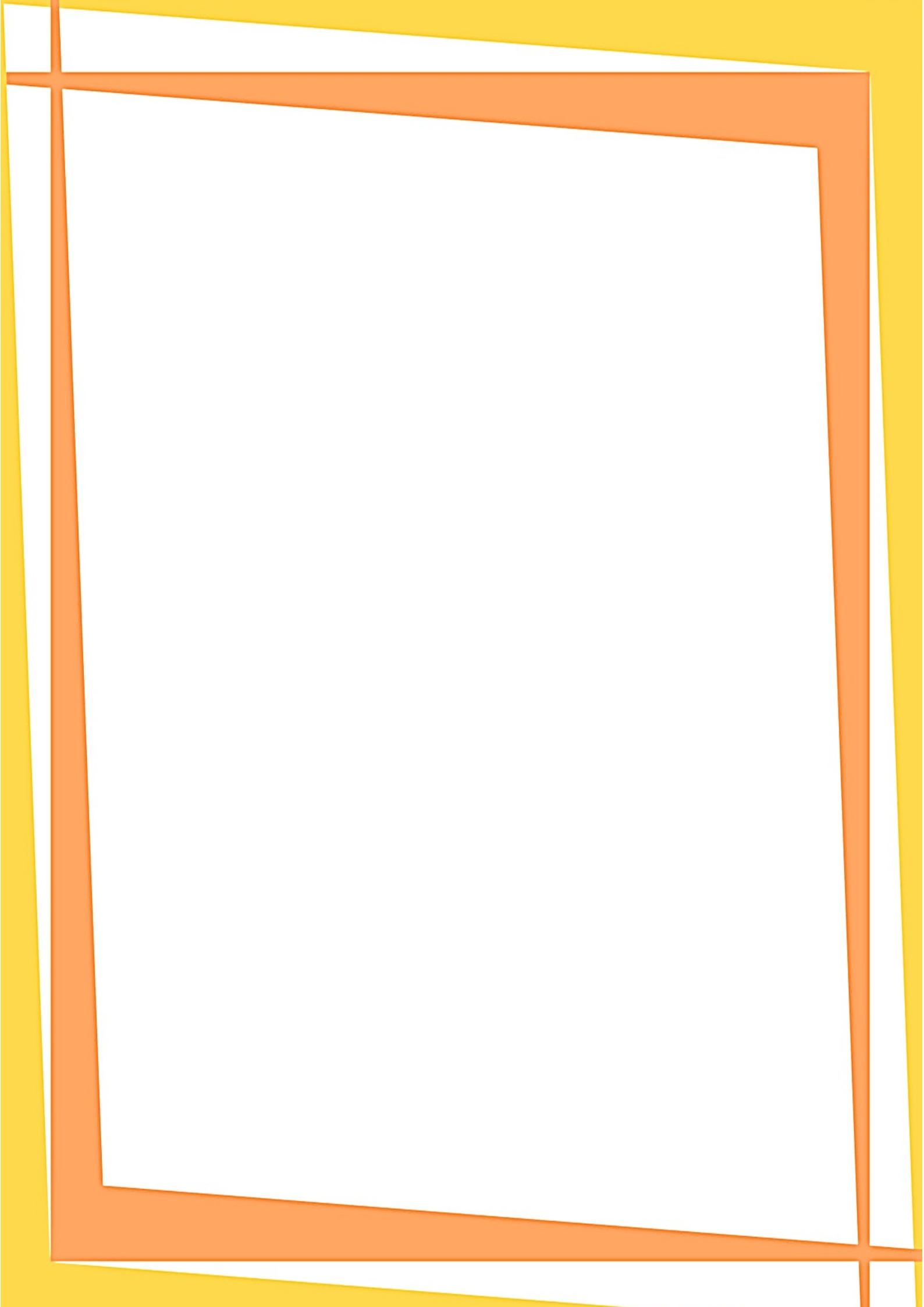
The taxes imposed under Section 143 of the LGC shall be payable for every separate or distinct establishment or place where business subject to the tax is conducted and one line of business does not become exempt by being

conducted with some other businesses for which such tax has been paid.
Payments are collected and validated through issuance of Official receipts.

2	Confirm assessment, affix signature and transaction pay	Issue: Official Receipt/s	Municipal Treasurer's Office	Based on 5 minutes	Jorge V. Placido-BPLO
Classification:	Simple	Receipt/s	Local		Reviewer
Type of Transaction	Business tax	G2C-Government to Citizen	Revenue		Robert M.
Who may Avail	Business tax due.	ALL SLR BUSINESS OWNERS/OPERATORS	Code of MS Municipality		Estravez Approver
			TOTAL:	15 minutes	

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. BIR CLEARANCE	BUREAU OF INTERNAL REVENUE (BIR)
2. BOOK OF ACCOUNTS	BUSINESS OWNER
3. PREVIOUS MAYOR'S PERMIT AND IT'S SUPPORTING DOCUMENTS	BUSINESS OWNER

STEPS	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Processed to BPLO, submit documentary requirements.	Verify and assess business tax due. Require to pay.	None	8 minutes	Jorge V. Placido-BPLO Ester C. Placido



OTHER TAXES

ISSUANCE OF COMMUNITY TAX CERTIFICATE (INDIVIDUAL/CORPORATION)

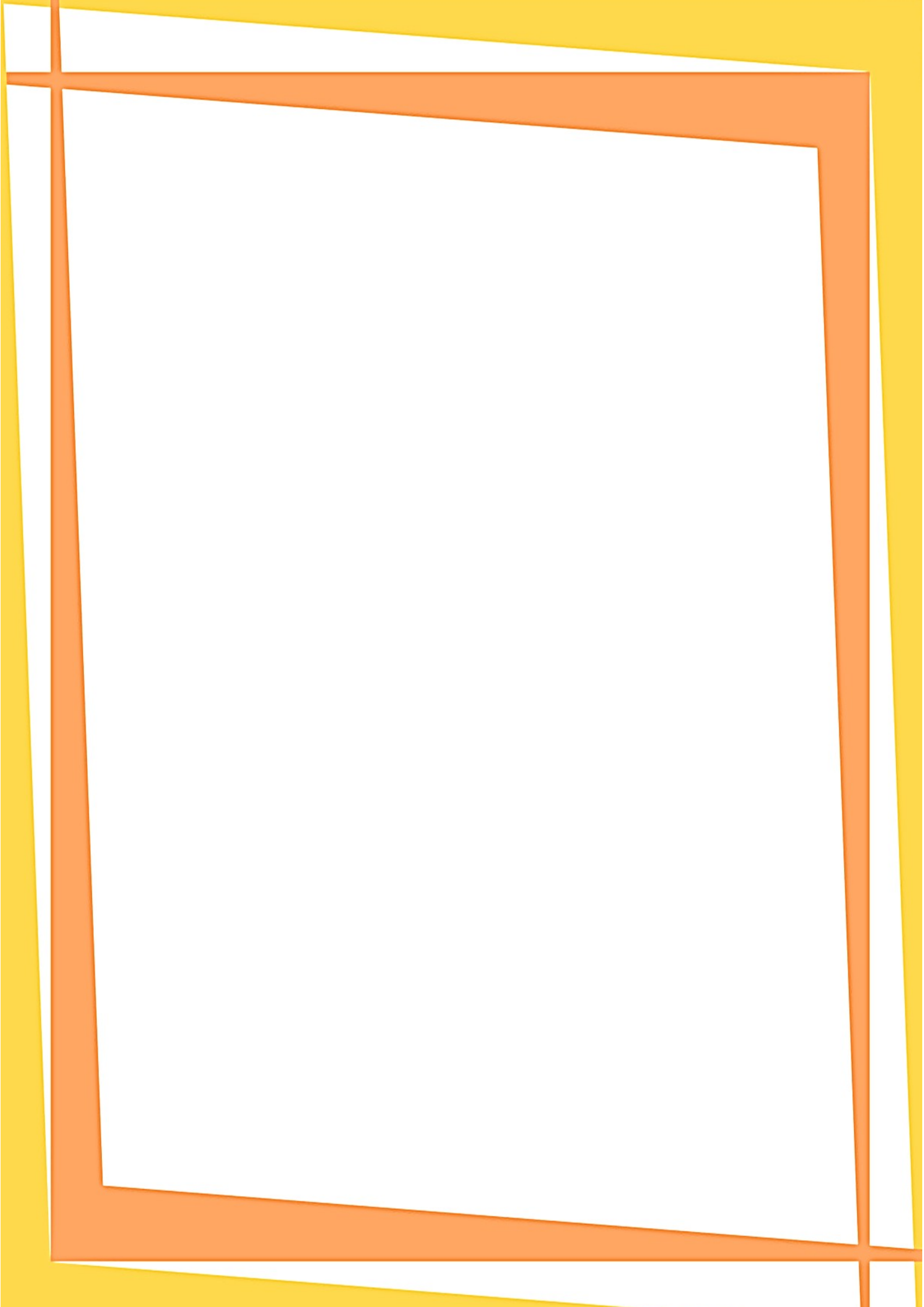
Community Tax Certificate shall be issued to every person upon payment of the Community Tax due. The community tax shall be paid in the place residence or the principal office of entity is located.

Office/Division	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction	G2C-Government to Citizen
Who may Avail	AN INDIVIDUAL 18 YEARS OLD AND ABOVE WHO HAS BEEN LIVING IN A TERRITORIAL JURISDICTION OF MUNICIPALITY, BUSINESS OWNERS AND TAX PAYERS. ALL SLR BUSINESS OWNERS/OPERATORSS

REQUIREMENTS			WHERE TO SECURE		
1. GOVERNMENT ID			DFA, SSS, GSIS, COMELEC, LTO, OR ANY GOVERNMENT INSTITUTION		
2. NEW BUSINESS: SINGLE PROPRIETOR → CERTIFICATE OF REGISTRATION			DEPARTMENT OF TRADE & INDUSTRY (DTI)		
3. RENEWAL OF BUSINESS: PROOF OF INCOME (BOOK OF ACCOUNTS/BIR CLEARANCE) BY AN EVALUATOR			BIR OFFICE		
4. INDIVIDUAL: PROOF OF INCOME, PAYSIP, BIR FORM 2316			COMPANY, BIR		
STEPS	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Proceed to table of collector, approach for issuance of community tax certificate.	Interview client and assess/ compute community tax due. Require to pay and affix signature.	None	3 minutes	MTO Personnel
2	Pay community tax due and affix signature or thumb mark.	Release community tax certificate.	For individual Basic community of 5 Pesos(P 5.00) And an annual tax of P1 for every P1,000 gross earnings from business, salaries or gross receipt of earnings derived from exercise of profession or any any	2 minutes	MTO Personnel

			occupation but the total payment should not exceed P 5,000 for business or corporation corporation P 500 basic community tax		
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			P 2 for every P 5,000 of gross receipts or earnings derived by it from business in the municipality during the preceding year but the total payment should not exceed P 10,000		
			TOTAL:	5 minutes	



NON – TAX REVENUES

A. REGULATORY FEES

A.1 PERMITS & LICENSES

A.1 a) FEES ON WEIGHTS (SEALING OF WEIGHTS)

Office/Division	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction	G2C-Government to Citizen
Who may Avail	WHO MAY AVAIL: ALL SLR TAXPAYERS ENGAGING IN BUSINESS THAT USES INSTRUMENTS OF WEIGHTS.

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. CERTIFICATE OF OWNERSHIP	BARANGAY
2. LATEST OFFICIAL RECEIPT	BPLO/ JORGE V. PLACIDO

3. WEIGHING SCALE/ INSTRUMENT
FOR SEALING

BUSINESS OPERATOR/OWNER

STEPS	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present the weighing instrument.	If the apparatus is found defective, the BPLO shall disapprove it. If the apparatus is in good condition, the BPLO will require the payment.	None	5 minutes	Jorge V. Placido

2	Pay the required amount.	Issue Official Request and initiate the testing of the weighing instrument.	P 100.00 For capacity not more than 30kg. P 150.00 For capacity not more than 300 kg P 250.00 For capacity more than 300kg.	5 minutes	Jorge V. Placido
			TOTAL:	10 minutes	

**A.1 b) NEW OR RENEWAL OF MUNICIPAL PERMIT AND
FRANCHISE TAX FOR TRICYCLE OPERATION**

Granting permit and franchise to operate tricycle is a power vested to municipal government. All public motorized tricycles for hire operating within the territorial jurisdiction of San Lorenzo Ruiz shall register with the Tricycle Regulatory Unit .

Office/Division	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction	G2C-Government to Citizen
Who may Avail	Tricycle Operator

CHECKLIST REQUIREMENTS	WHERE TO SECURE

Notarized Application Form	Sangguniang Bayan Office
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STEPS	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Proceed to table collector, present notarized application form	Assess/ compute fees. Require to pay.	none	3 minutes	MTO Personnel
	Pay the amount due	Issue Official Receipt	new: Php 735.00 renewal not later than Feb 28: Php 735.00 renewal later than Feb 28: Plus 10% interest & 2% surcharge	2 minutes	MTO Personnel
		TOTAL	P735.00	5 minutes	

A.1c) BUSINESS PERMIT FEES

The permit fees are required before engaging in business commensurate with the cost of regulation and inspection as stated Sec. 147 of the Local Government Code.

Office/Division	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction	G2C-Government to Citizen
Who may Avail	All taxpayers engaging business and professional services.

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Unified Application Form	Office of the Municipal Mayor
2. Barangay Clearance	Barangay
3. Zoning Clearance	Municipal Planning Development Coordinator
4. Sanitary Health Clearance(Permit/Inspection)	Rural Health Unit- Mampurog San Lorenzo Ruiz
5. Occupancy Permit	Building Official
6. Fire Safety Inspection Certificate	Fire Department Office
7. DTI Business Name Registration	Department of Trade and Industry - Daet, Camarines Norte
8. SSS Clearance	Social Security System - Daet, Camarines Norte
9. BIR Clearance	Bureau of Internal Revenue Office - San Lorenzo Ruiz, Daet, CN
10. (Others) Provincial Clearance Fee	Provincial Treasurer's Office

STEPS	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Proceed to BPLO, submit documentary requirements	Verify and assess business tax due.	none	8 minutes	Jorge V. Placido - BPLO Ester C. Placido Belen A. Olivar

	for new/renewal of Permits & Licenses.	Require to pay.			
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2	Confirm assessment, affix signature and pay business tax due.	Issue Official Receipt/s Affix signature of reviewer/approver. Advise to proceed to Office of the Municipal Mayor for issuance of Business Permit.	Depends upon the kind of business, capitalization for new business & previous year gross income for renewal	5 minutes	Jorge V. Placido - BPLO Belen A. Olivar - Reviewer Vilma L. Barra - Approver
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A.1 d) OTHER REGULATORY FEES FOR ISSUANCE OF PERMIT

Office/Division	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction	G2C-Government to Citizen
Who may Avail	All San Lorenzo Ruiz taxpayers engaging in Business and/ or transaction

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Order of Payment	Office Concerned - Municipal Civil Registrar Municipal Engineer's Office Municipal Assessor's Office Municipal Planning Development Coordinator Sangguniang Bayan Rural Health Unit Mayor's Office

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Order of Payment	Office Concerned - Municipal Civil Registrar Municipal Engineer's Office Municipal Assessor's Office Municipal Planning Development Coordinator Sangguniang Bayan Rural Health Unit Mayor's Office

STEPS	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	BUILDING PERMIT FEES/FENCE CONSTRUCTION/ ELECTRICAL INSTALLATION Present Order payment form from Engineer's Office	Accept payment & issue Official Receipt	As stated in the order form	5 minutes	MTO Personnel
1	ZONAL/ LOCATION PERMIT FEES Present Order payment form from Municipal Planning Development Office	Accept payment & issue Official Receipt	As stated in the order form	5 minutes	MTO Personnel
1	OTHER PERMIT & LICENSES (such as burial & others not specified in the list)	Accept payment & issue Official Receipt	As stated in the order form	5 minutes	MTO Personnel

B} REGISTRATION FEES

B.1 CATTLE/ANIMAL REGISTRATION FEES

The owner of large cattle shall register OWNERSHIP/TRANSFER with the Municipal Treasurer for which a certificate shall be issued to the owner upon payment of registration

Office/Division	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction	G2C-Government to Citizen
Who may Avail	All owners of large cattles

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Mother Certificate and Record of Ownership - cattle shall be registered	Owner's Copy of Certificate and Record of Ownership
Registration of Individual Brand of Large Cattle	Owner - Steel fabrication of brand about 2 inches x 3 inches
Transfer or Sold to Another Person - Certificate of Ownership/ Deed of Absolute Sale	Owners Copy of Certificate and Record of Ownership Barangay

STEPS	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Registration of Record of Ownership					
1	Bring and Present checklist of requirements to table of collector	Perform branding and Registration. Require to sign the owner in the Certificate and Record of Ownership. Require to Pay.	P 100 for reg. of individual Brand P 50 transfer of individual brand	15 minutes (to be scheduled in the brgy. wherein location of large cattle is located-approximately 1 day).	Jorge V. Placido
2	Affix signature to Certificate of Record of Ownership Pay the amount due.	Issue Official receipt and release Certificate of Record of Ownership	P 150 for 1 year but not more than five years P200 for more than five years Five years P25 penalty/year in excess of 2 years		
Transfer of Sold to Another Person					
1	Bring and Present checklist of requirements to table of collector	Record Certificate of Transfer. Affix signature of the transferor/ transferee in the certificate.	P200 transfer fee -	5 minutes	Jorge V. Placido
2	Affix signature and Pay the amount due.	Require to pay. Issue Official receipt and release the Certificate and Record of Transfer.	P200 transfer fee -		

B.2 CIVIL REGISTRATION FEES

There shall be collected fees for services rendered by the Local Civil Registrar of this Municipality.

Office/Division	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction	G2C-Government to Citizen
Who may Avail	All citizens who avail of the services of the Local Civil Registrar's Office

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Order payment form	Local Civil Registrar's Office

STEPS	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present the Order payment form and pay the necessary amount	Issue Official receipt	payment is indicated in the order payment form and it's depends upon the type of registration & copies of documents to be certified	5 minutes	MTO Personnel

**SERVICE/USER CHARGES AND
OTHER SERVICE INCOME**

5. SERVICE/USER CHARGES and Other Service Income

Collection of regulatory fees and various user/service charges as required by law and imposed by the LGU.

A) CLEARANCE AND CERTIFICATION FEE

1	HEALTH CERTIFICATE	Accept payment & issue Official Receipt	P50.00 P30.00 doc stamp	5 minutes	MTO Personnel
Office/Division	Pay the required amount and receive Official Receipt	issuance of Official Receipt	to Municipal Treasurer's Office		
Classification:		Simple			
Type of Transaction		G2C-Government to Citizen			
Who may Avail		All San Lorenzo Ruiz taxpayers engaging in business and other personal transaction			
Receipt					

CHECKLIST REQUIREMENTS

WHERE TO SECURE

Order of Payment

Concerned Office

Barangay Clearance

Barangay

STEPS	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Payment for police clearance. Pay the required amount and receive Official Receipt	Accept payment & issue Official Receipt	P 50.00 - Local P 300 - Abroad P 30.00 - doc stamp	5 minutes	MTO Personnel
1	SECRETARY'S FEE Pay the required amount and receive Official Receipt.	Accept payment & issue Official Receipt	P50.00 P30.00 doc stamp	5 minutes	MTO Personnel

B} PARKING AND TERMINAL FEES

Each local government unit shall exercise its power to create its own sources of revenue and one of it is to collect fees and charges as provided in Book II, Chapter 1 under Sec. 128 and 147 of Local Government Code (RA 7160)

Office/Division	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction	G2C-Government to Citizen
Who may Avail	All Jeepney Operators

CHECKLIST REQUIREMENTS	WHERE TO SECURE
List of all Utility Jeep Vehicle plying San Lorenzo Ruiz to Daet and vice-versa	Association of SLR TODA

STEPS	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Pay to MTO staff upon arrival to the terminal	Accept payment, record in the list & remit to MTO for issuance of OR (Acct. Form No. 51)	*P 7.00/jeep per day	2 minutes	MTO Personnel

RECEIPT FROM ECONOMIC ENTERPRISE

6. RECEIPT FROM ECONOMIC ENTERPRISE

Local Economic Enterprise of the LGU which classified as Public Utility with aim to provide basic need or service to the general public.

A) CEMETERY OPERATIONS

The fee shall be paid to the Municipal Treasurer upon application for burial permit prior to the construction thereon of any structure whether permanent or temporary.

Office/Division	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction	G2C-Government to Citizen
Who may Avail	<i>All SLR residents</i>

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Death Certificate	Place of Death - Issued by the Mun Health Officer/Doctor of Hospital

STEPS	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Pay the required amount and receive Official Receipt.	Accept payment & issue Official Receipt	P 500 rental fee for 5yrs w/o vault	5 minutes	MTO Personnel
2	Present OR to the cemetery care taker (Gil Encinas)		P 2,500 rental fee for 5yrs niche/apartment type	2 Minutes	
		TOTAL:	P 4,500 w/ vault 5 yrs	5 minutes	

- B)
- C)
- D)
- E)

B. COLLECTION OF SAN LORENZORUIZ WATER SYSTEM (SLRWS) BILLS PAYMENT

SLRWS is a local enterprise of the LGU which classified as Public Utility with aim to provide basic need or service to the general public.

Office/Division	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction	G2C-Government to Citizen
Who may Avail	<i>All SLR constituents commercial or residential who avail the service of the SLRWS</i>

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Water System bill	SLRWS Office Water Meter Reader - house to house distribution of Water Bill

STEPS	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present the bill for payment	Issue of Official Receipt	Residential Concessionaire -	5 minutes	MTO Personnel

			P 75 min of 10 cu m P 7.50/cu.m in excess of 10 cu.m./billing period Comercial Concession aire P150 min of 10 cu. P 300 - con. P 1,500.00 water meter.		
		TOTAL:		5 minutes	

Note: Payments subject to change upon approval of the new Revenue Code.

GOVERNMENT TO GOVERNMENT TRANSACTIONS

**REMITTANCE AND DEPOSIT OF
CASH/CHECK COLLECTIONS**

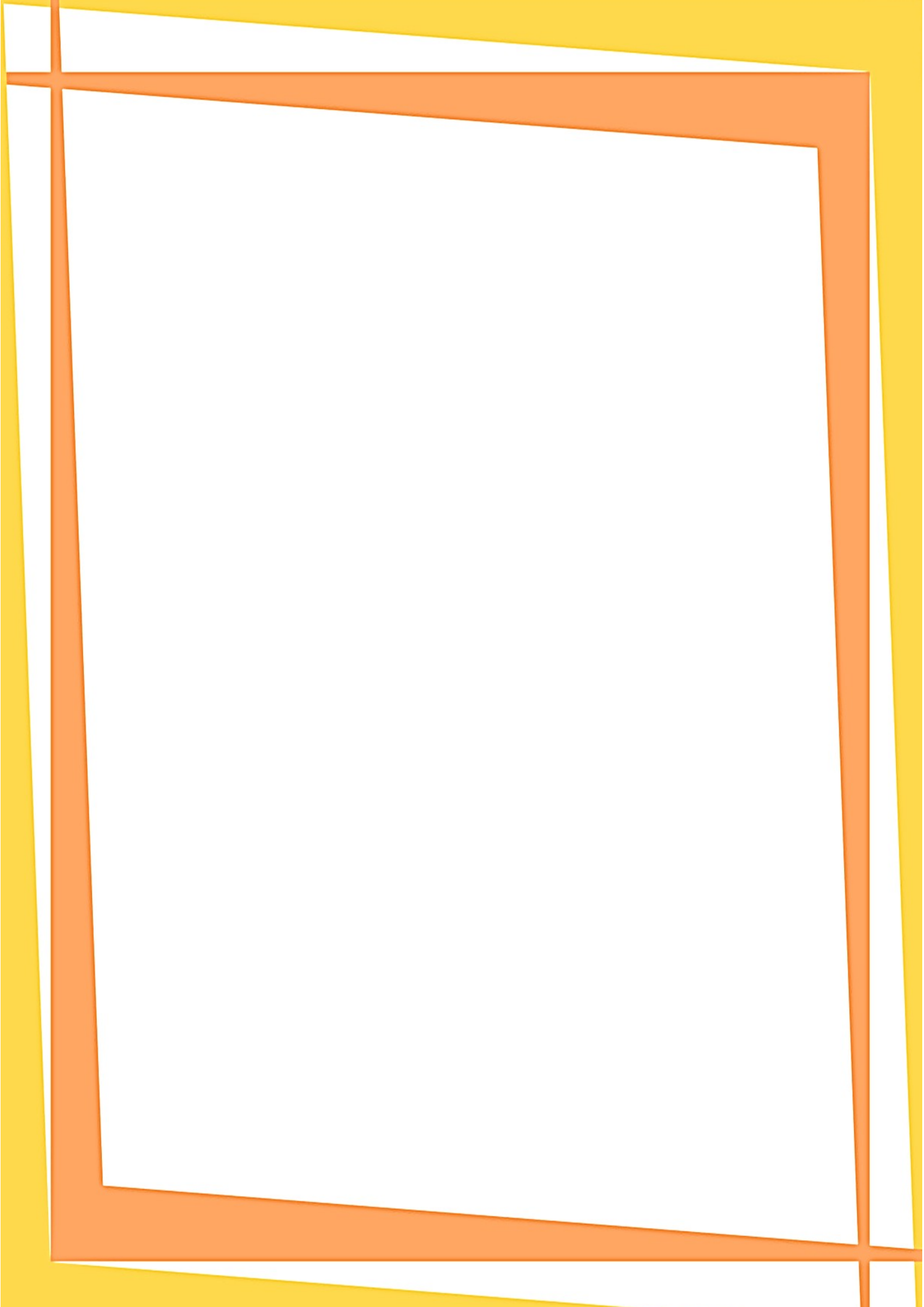
1. REMITTANCE AND DEPOSIT OF CASH/CHECK COLLECTION

Bonded Collectors at the end of business hours shall prepare the Daily Statement Collections and Accountable Forms (DSCAF) and remit the collection to the Liquidating Officer Designate and the latter deposit it in the bank and prepare Daily Report of Statement Collections & Deposits (RCD) for submission to Accounting Office.

Office/Division	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction	G2C-Government to Government
Who may Avail	All Bonded Collectors

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Collection Cash/Check	Accountable Officer
2. Issued or duplicate copy of Official receipt	Accountable Officer
3. DSCAF	Accountable Officer

STEPS	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE
1	Submit to LO designate the above requirements	Submit to Accounting the above 3 copies of requirements DSCAF & RCD and acknowledge including the duplicate copy of ORs issued & the Deposit the corresponding collections and deposit slip prepare the TORs	None	5 minutes/acct	5 minutes/acct	LO Designate
			None		5 minutes/acct	LO Designate
				15 – 20 minutes		



UPDATE OF CASHBOOK OF DAILY COLLECTIONS

2. UPDATE OF CASH BOOK OF DAILY COLLECTIONS

Bonded Collectors remitting collections shall update daily Cashbook per account

Office/Division	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction	G2C-Government to Government
Who may Avail	All Bonded Collectors

CHECKLIST REQUIREMENTS	WHERE TO SECURE

1. DSCAF with attached deposit slip	Accountable Officer

STEPS	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Segregate DSCAF per account and record it on the designated cash book, submit it to designated Liquidating Officer	1.1 Prepare Report of Collections and Deposit (RCD) report 1.2 Record in Cash book per account	not applicable not applicable	5 minutes/ account daily update	LO Designate LO Designate

3 RECEIVING INCOMING AND OUTGOING CORRESPONDENCE

The receiving and/or dissemination of the official documents such as memoranda, letters or correspondence from other Offices/Agency addressed

Office/Division	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction	G2C-Government to Government
Who may Avail	All company, business establishments and/or government offices, taxpayers, employee with communication letter, for information or compliance addressed to this Office.

CHECKLIST REQUIREMENTS	WHERE TO SECURE
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none	none
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STEPS	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present the letter to this Office	1. Accept and stamp the receiving copy & other attached documents by MTO personnel (provided with control number)	None	5 minutes	MTO personnel
		1.1 Provide the received copy (stamped) to the taxpayer/or requesting party 2. Register in the log-book & the received letter/memoranda		10 minutes	MTO personnel

		2.1 Evaluate the letter to whom it will be assigned			
		2.2 Release the letter to appropriate personnel for proper action or for dissemination			
			TOTAL	15 minutes	

PREPARATION OF ELECTRONICS STATEMENT OF RECEIPTS AND EXPENDITURES

1. PREPARATION OF ELECTRONIC STATEMENT OF RECEIPTS AND EXPENDITURES

The Statement of Receipts and Expenditures (SRE) is the official financial management reporting system prescribed by the Department of Finance (DOF) to monitor the LGU's financial performance . This report is system generated through the Electronic Statement of Receipts and Expenditures system (eSRE System) of the Bureau of the Local Government Finance (BLGF). It captures data that generate the fiscal capacity, level borrowings, and creditworthiness of the LGUs. The SRE report is also a source of financial information that the Local Chief Executive will find useful for decision-making purposes.

Office/Division	Municipal Treasurer's Office
Classification:	Simple

Type of Transaction	G2C-Government to Government
Who may Avail	National Economic Development Authority (NEDA), National Tax Research Center (NTRC), & Bangko Sentral ng Pilipinas(BSP), Department of Budget & Management (DBM) for planning, forecasting and public sector financial position,Senate and Congress in aid of legislation, Private banking institutions and potential donors interested to know the creditworthiness rating of the LGUs.

CHECKLIST REQUIREMENTS	WHERE TO SECURE
For collections 1 Estimated income for calendar year 2 Official Receipt (Trust Fund) 3 Bank Snapshot 4 Abstract of General collection 5 Abstract of RPT collection Expenditures Report of checks issued and disbursement (General Fund, Trust Fund, & SEF)	Municipal Treasurer's Office

STEPS	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Encode the collections & expenditures data thru eSRE new application(lo calhost.8080/ lgu/web)	1.1 Review the eSRE Report 1.2 Approve the Report	none	2 days	Yolanda E. Abante Vilma Llagas-Barra (Acting MT)
2	Upload the Report at Central Application (eSRE.blgf.gov.ph)	2.1Review by the Provincial reviewer 2.2 For approval of Central Office	none	2 days	Jade C. Rañada/PTO Central Office personnel

3	Print approved eSRE report	For filing	none	5 minutes	Yolanda Abante E.
			TOTAL	4 days & 5 minutes	

INVENTORY AND MONITORING OF LGU'S PROPERTY, PLANT, AND EQUIPMENT

2. INVENTORY OF AND MONITORING OF LGU's PROPERTY, PLANT and EQUIPMENT

This report shows the physical count and condition of PPE by type as at a given date including those which are unrecorded and those which could not be accounted for. It shows the balance of PPE per property cards and the shortage/overage, if any.

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1.Purchase order 2.Supporting document of the purchased equipment	Concerned office Concerned office

Office/Division	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction	G2C-Government to Government
Who may Avail	All Offices of the LGUs

STEPS	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit copy Purchase Order	1.1 Inspect the purchased items 1.2 Record to ledger card	None	5 Minutes 5 minutes	Belen A. Olivar
2	Submit copy of Physical Count of Property, Plant & Equipment of their respective office	Consolidate copies of Physical Count of PPE & reflect it to property card	None	Depends upon the volume to be recorded	Belen A. Olivar
4	Submit Report of Lost-Stolen-Damaged-Destroyed Property if any.	Consolidate Report of Lost-Stolen-Damaged-Destroyed Property if any.	None	Depends upon the volume to be recorded	Belen A. Olivar
5	Submit Property Transfer Report (Appendix85)	Consolidate Property Report	None	Depends upon the volume to be recorded	Belen A. Olivar
		Prepare Inventory Report of PPE done every end of calendar year/PO's submitted by respective office as basis	None	Depends upon the volume to be recorded	Belen A. Olivar

**SUBMISSION OF GSIS, PAG-IBIG,
AND PHILHEALTH PREMIUMS AND
LOAN REMITTANCES**

3. BMISSION OF GSIS, PAG-IBIG AND PHILHEALTH PREMIUMS AND LOANS REMITTANCE

The GSIS remittance of premiums of vehicles insurance and also for employer and employees premium and loans, Pag-ibig and Philhealth & other lending agencies premiums/ loans remittances are done monthly. The remittance of the current month shall be remitted on or before the 10th day of the following month.

Office/Division	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction	G2C-Government to Government
Who may Avail	GSIS- Naga City, Pag-ibig-Naga City, & Philhealth and banks and other lending agencies

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1.Checks and supporting documents	Municipal Treasurer's Office

STEPS	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Bring checks together with supporting to the concerned agency	1.1 Inspect the checks together with supporting document 1.2 Acknowledge receipt hereof by signing		done monthly within the day of the month	Belen A.Olivar
2	Return supporting documents this Office with attached OR	2.1 Submit to Municipal Accountant's Office together with rest of the processed and paid vouchers		within the week	MTO personnel

Prepared by:

OFFICE OF THE MUNICIPAL ENGINEER
CITIZEN'S CHARTER
 WILMA LINGGAS-BARRA, MPN, ICPE Certified
 Acting Municipal Treasurer

PREPARATION OF PLANS, PROGRAM OF WORKS & CONDUCT INSPECTION OFFICE OF THE MUNICIPAL ENGINEER

This service provides guide to the construction in the implementation of the proposed project especially regarding plans, specifications and costs.

Requirements: Request or Barangay Resolution

STEPS/PROCESS		Duration	Person Responsible
Client	Provider		
Submit request or resolution	- Receive and interview on the detail of projects and funds	5 mins.	Engr. Rodel G. Chavez
	- Advise client to comeback on specified date		
	- Prepares the Program of Works	2-5 days	

Follow up request on specified date	- Issue the program of works	2 mins.	
Receives Program of Works			
TOTAL TIME		2-5 days and 7 mins.	

PROCESSING ON APPLICATION FOR ELECTRIC CONNECTION
OFFICE OF THE MUNICIPAL ENGINEER / BUILDING OFFICIAL

This service provides guide to the constituents in the implementation of the proposed project especially regarding plans, specifications and costs.

Requirements: Certificate of Final Electrical Inspection and Installation

- Fees:**
- Per Outlet : Php 1.50
 - Per Convenience Outlet : Php 1.50
 - Wiring Permit : Php 30.00
 - Main Switch : Php 24.00
 - Certification Fee : Php 50.00
 - Inspection Fee : Php 120.00
 - Other Fees as Required in Revenue Code

STEPS/PROCESS		Duration	Person Responsible
Client	Provider		
Submit the Certificate of Final Inspection, Installation signed by registered electrician of Electric Engineer	- Receive documents and assess the required fee	5 mins.	Engr. Rodel G. Chavez
Proceed to MTO for Payment	- Receive Payment and issue Official Receipt	10 mins.	Local Revenue Collection Officer
Proceed to MEO	- Issue Certification of Final Electrical Inspection	5 mins.	Engr. Rodel G. Chavez
Receives Certificate of Final Electrical Inspection	- Record and file CFEI		Engr. Rodel G. Chavez
TOTAL TIME		20 MINS.	

PROCESSING OF APPLICATION FOR WATER CONNECTION SERVICES
OFFICE OF THE MUNICIPAL ENGINEER / ACTING GENERAL MANAGER

This service provides guide to the constituents in the implementation of the proposed project especially regarding plans, specifications and costs.

Requirement: Materials needed (clamp, nipple, faucet, GI pipes)

Fees: Water Meter : Php 1,500.00
Connection Fee : Php 300.00

STEPS/PROCESS		Duration	Person Responsible
Client	Provider		
Inquire and get a list of requirements	- Issue the list of requirements	2 mins.	Engr. Rodel G. Chavez
Buy materials needed and back to MEO	- Receive and number clamp - Assess Fees	2 mins.	Engr. Rodel G. Chavez
Proceed to MTO for Payment	- Receive Payment and issue Official Receipt	5 mins.	Local Revenue Collection Officer
Sign the contract	- Explain content of concessionaires and SLRW	5 mins.	MTO Staff
Back to MEO	- Records and schedule the date of water connection - Effect water connection	2 mins. Within 5 days	Engr. Rodel G. Chavez Maintenance Personnel/Plumber
TOTAL TIME		16 mins.	

ISSUING OF BUILDING PERMIT

OFFICE OF THE MUNICIPAL ENGINEER /BUILDING OFFICIAL

A Building Permit is required prior to construction, erection, alteration, major repair or renovation or conversion of any building/structure owned by government of private entities.

Requirement: 1. Plans – 5 sets (Architectural, Structural, Electrical, Plumbing, Fencing)

2. Specification – 3 sets

7. Lot Title

3. Bill of Materials – 5 sets

8. Lot Plan

4. Structural Analysis – 3 sets

9. Tax Payment for Current year

5. Building Permit Forms – 5 sets

10. Specifications

6. Tax Declaration

11. Deed of sale in the absence of Tax Declaration or Land Title

Fees: Depends on the assessed value

STEPS/PROCESS		Duration	Person Responsible
Client	Provider		
Get the requirement needed and forms for the building permit to the building official	- Give checklist of requirements and forms	5 mins.	Engr. Rodel G. Chavez
Submit filled-up forms and requirements	- Receive and review the submitted documents - Review the documents / drawings	15 mins.	Engr. Rodel G. Chavez

	- Assess building permit and other fees		
Proceed to MTO for Payment	- Received payment and issue Official Receipt	10 mins	Local Revenue Collection Officer
Back to MEO	- Make endorsement letter to BFP and HLURB	5 mins.	Engr. Rodel G. Chavez
WILL WAIT FOR APPROVED DOCUMENTS FROM BFP AND DHSUD			
Submit the approved documents to MEO	- Receive and record the approved documents from BFP and HLURB	2 mins.	Engr. Rodel G. Chavez
	- Review the drawings	15 days*	
	- Take notes of the revision and make necessary adjustment to the drawings		
Follow up release on the specified date	- Release the approved building permit	5 mins.	
Receive the building permit	-		
TOTAL TIME		42 mins. Excluding waiting days from BFP and DHSUD for FSIC and Locational Clearance	

ISSUING OCCUPANCY PERMIT

OFFICE OF THE MUNICIPAL ENGINEER

An Occupancy Permit is required before any building or structure is used or occupied. It is usually secured upon the completion of a structure.

It is also required if there are any changes in the existing use or occupancy classification of a building, structure or any portion thereof.

Requirement: Construction logbook, Certificate of Completion Signed and Sealed

Fees: Depends on the assessed value

STEPS/PROCESS		Duration	Person Responsible
Client	Provider		
Submit construction logbook and Certificate of Completion	- Receives, assess and evaluate the required fee for occupancy permit if it conforms with the use of the building	5 mins.	Engr. Rodel G. Chavez
Proceed to MTO for payment	- Receive payment and issue Official Receipt	5 mins.	Local Revenue Collection Officer
Back to MEO	- Record and issue the occupancy permit	5 mins.	Engr. Rodel G. Chavez
Receives the Occupancy Permit			
TOTAL TIME		15 mins.	

MUNICIPALITY OF SAN LORENZO RUIZ

CITIZEN'S CHARTER

2021 (1st Edition)



OFFICE OF THE MUNICIPAL ACCOUNTANT

CITIZEN'S CHARTER

2021 (1st Edition)

2



I. **Mandate:**

1. Install and maintain an internal audit system in LGU
2. Prepare and submit financial statements to the Mayor and the Sangguniang Bayan
3. Appraise the Sanggunian and the other local government officials on the Financial condition and operations of LGU
4. Certify as to the availability of budgetary allotment to which expenditures and obligation may be properly charged
5. Review supporting documents before preparation of vouchers to determine completeness of requirements
6. Prepare statements of cash advances, liquidations, salaries, allowances, reimbursements pertaining to LGU
7. Prepare statements of journal vouchers and liquidations of the same and other adjustments related thereto
8. Post individual disbursements to the subsidiary ledger and index cards.
9. Maintain individual ledgers for officials and employees of LGU pertaining to payroll and deductions
10. Record and post in the ledger cards details of purchased furniture, fixtures, and account for all issued requests for obligations and maintain and keep all records and reports related thereto
11. Prepare journals and the analysis of obligations and maintain and keep all records and reports related thereto

II. Vision: To meet the financial and accounting needs of the Local Government Unit with quality performance and in a professional, courteous and service-oriented manner, compliant with regulatory requirements, real time recording of government financial transactions and financial reports generated in accordance with the policies and procedures of the Philippine Public-Sector Accounting Standards (PPSAS), COA rules and regulations and other pertinent laws.

III. Mission: To maintain an effective accounting system, take proper accounting of LGU funds, to ensure some effective accounting government monies to deliver accounting services to the LGU to the highest degree.

IV. Service Pledge:

We Commit to:

1. Prepared monthly consolidated Trial Balances of General Fund, Special Education Fund and Trust Fund prepared and submitted to concerned offices and agencies
2. Prepared Quarterly Reports of Financial Statements prepared and submitted to concerned agencies.
3. Minimal audit observation memorandum and no audit suspension and disallowance
4. Process payroll, updated payments of government remittances and other Trust Liabilities.

3

LIST OF SERVICES



Central/Head Office

Page Number

External Services

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Processing of Bidded Transaction	7

Internal Services

Processing of Cash Advances for Travels	8
Processing of Salaries and Payrolls	9



SERVICE: Processing of Miscellaneous Transaction

Processing of Miscellaneous Transaction

Office or Division:	OFFICE OF THE MUNICIPAL ACCOUNTANT
Classification:	Simple
Type of Transaction:	G2B Government to Business
Who may avail:	All suppliers and Contractor's/Bids and Awards Committee/Other Offices
CHECKLIST OF REQUIREMENTS	
Disbursement Voucher	Bids and Awards Committee
Purchase Request (PR)	Bids and Awards Committee
Request for Quotation (RFQ)	Bids and Awards Committee
Bidding and Accounts Committee Resolution / Certificate of Award	Bids and Awards Committee
Purchase Order (PO)	Bids and Awards Committee
Inspection and Acceptance Report	Bids and Awards Committee
Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation	Bids and Awards Committee
Other requirements in Compliance with R.A..9184	Bids and Awards Committee

Obligation request		Municipal Budget Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Disbursement Voucher and Supporting Documents	1.1 Receive and Record of DV together with supporting Documents and undergoes Review forward to JEV Preparer	none	7 minutes	Robert M. Estravez <i>Administrative Aide IV</i> Or Accounting Staff
	1.2 Undergoes Rigid review and Prepare JEV	none	2 minutes	Myra M. Dungca <i>Administrative Assistant II / Glenda Q. Chavez</i> <i>A Administrative Assistant III</i>
	1.3 Final Review and Approval and Signature of DV and JEV	none	8 Minutes	Justo z. Racho <i>Municipal Accountant</i>
	1.4 Release of Approve DV	None	2 minutes	Person in Charge of Releasing
Lack of Supporting Documents	Return to Concern Office			
TOTAL			19 Minutes	



SERVICE: Processing of Financial Assistance

Processing of Financial Assistance

Office or Division:	OFFICE OF THE MUNICIPAL ACCOUNTANT			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher		Municipal Social Welfare and Development Office		
Case Study Report		Municipal Social Welfare and Development Office		
Certificate of Indigency		Barangay Concern		
Medical Certificate for Confinement		From Hospital or Doctor		
Burial Certificate- for burial assistance		Civil Registrar's Office		
PWD Id/Senior Citizen Id – for Senior Citizen Pensioner/ Person with Disability		Municipal Social Welfare and Development Office		
Others (i.e Doctor's Prescription)		Various Regulating Bodies		
Obligation request		Municipal Budget Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Disbursement Voucher and Supporting Documents	1.2 Receive and Record of DV together with supporting Documents and undergoes Review forward to JEV Preparer	none	7 minutes	Robert M. Estravez <i>Administrative Aide IV</i> Or Accounting Staff
	1.2 Undergoes Rigid review and Prepare JEV	none	2 minutes	Myra M. Dungca <i>Administrative Assistant II / Glenda Q. Chavez</i> <i>Administrative Assistant III</i>
	1.3 Final Review and Approval and Signature of DV and JEV	none	3 Minutes	Justo z. Racho <i>Municipal Accountant</i>
	1.4 Release of Approve DV	None	2 minutes	Person in Charge of Releasing
Lack of Supporting Documents	Return to Concern Office			
TOTAL			14 Minutes	

SERVICE: Processing of Bidded Transaction

Processing of Bidded Transaction



Office or Division:	OFFICE OF THE MUNICIPAL ACCOUNTANT			
Classification:	Simple			
Type of Transaction:	G2B Government to Business			
Who may avail:	All suppliers and Contractor's/Bids and Awards Committee/Other Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher		Bids and Awards Committee		
Auditorial and Legal Review Checklist		Bids and Awards Committee		
Notice to Proceed		Bids and Awards Committee		
Notice of Award / Certificate of Award		Bids and Awards Committee		
Statement of work Accomplished/Accomplishment Report		Municipal Engineer's Office		
Inspection and Acceptance Report		Bids and Awards Committee/ Municipal Engineer's Office		
Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation		Bids and Awards Committee/ Municipal Engineer's Office		
Other requirements in Compliance with R.A..9184		Bids and Awards Committee/ Municipal Engineer's Office		
Obligation request		Municipal Budget Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Disbursement Voucher and Supporting Documents	1.3 Receive and Record of DV together with supporting Documents and undergoes Review forward to JEV Preparer	none	1 day	Robert M. Estravez <i>Administrative Aide IV</i> Or Accounting Staff
	1.2 Undergoes Rigid review and Prepare JEV	none	2 minutes	Myra M. Dungca <i>Administrative Assistant II / Glenda Q. Chavez</i> <i>A Administrative Assistant III</i>
	1.3 Final Review and Approval and Signature of DV and JEV	none	3 hours	Justo z. Racho <i>Municipal Accountant</i>
	1.4 Release of Approve DV	None	2 minutes	Person in Charge of Releasing
Lack of Supporting Documents	Return to Concern Office			
TOTAL			1 day 3 hours & 6 Minutes	

SERVICE: Processing of Cash Advances for Travels

Processing of Cash Advances for 7 Travels



Office or Division:	OFFICE OF THE MUNICIPAL ACCOUNTANT			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	All Municipal Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher		Originating Department		
Travel Order		Originating Department		
Itinerary of Travel		Originating Department		
Letter of Invitation of Sponsoring Agency		Originating Department		
Project Proposal/ Design		Originating Department		
Obligation request		Municipal Budget Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Disbursement Voucher and Supporting Documents	1.1 Receive and Record of DV together with supporting Documents and undergoes Review forward to JEV Preparer	none	5 minutes	Robert M. Estravez <i>Administrative Aide IV</i> Or Accounting Staff
	1.2 Verify whether the claimant has any outstanding Cash Advance	none	2 minutes	Myra M. Dungca <i>Administrative Assistant II / Glenda Q. Chavez</i> <i>A Administrative Assistant III</i>
	1.2 Comprehensive review on the validity and completeness of DV and Prepare JEV		7 Minutes	
	1.3 Final Review and Approval and Signature of DV and JEV	none	3 Minutes	Justo z. Racho <i>Municipal Accountant</i>
	1.4 Release of Approve DV	None	2 minutes	Person in Charge of Releasing
Lack of Supporting Documents	Return to Concern Office			
TOTAL			19 Minutes	

SERVICE: Processing of Salaries/ Payrolls

Processing of Salaries/ Payrolls



Office or Division:	OFFICE OF THE MUNICIPAL ACCOUNTANT			
Classification:	Simple			
Type of Transaction:	G2B Government to Business			
Who may avail:	All suppliers and Contractor's/Bids and Awards Committee/Other Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Daily Time Record (DTR)		Originating Department		
Accomplishment Report (for JO's/COS) (xxx)		Owner		
Appointment Paper (for JO's/COS) (xxx)		Human Resource Management Unit		
Employee Payroll		Payroll Officer		
Copy of Circular (for other benefits)		Human Resource Management Unit		
Project Proposal/Design /Program of works		Originating Department/Office of the Municipal Engineer		
Labor Payrolls		Originating Department		
Picture of Project		Originating Department		
Obligation request		Municipal Budget Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Employee payroll.	1.4 Receive and Review payroll, all supporting Documents forward to JEV Preparer	none	32 minutes	Robert M. Estravez <i>Administrative Aide IV</i> Or Accounting Staff
	1.2 Prepare JEV	none	2 minutes	Myra M. Dungca <i>Administrative Assistant II / Glenda Q. Chavez</i> <i>A Administrative Assistant III</i>
	1.3 Final Review and Approval and Signature of DV and JEV	none	6 Minutes	Justo z. Racho <i>Municipal Accountant</i>
	1.4 Release of Approve DV	None	2 minutes	Person in Charge of Releasing
Lack of Supporting Documents	Return to Concern Office			
TOTAL			42 Minutes	

SERVICE: Processing of Salaries/ Payrolls

Processing of Salaries/ Payrolls



Office or Division:	OFFICE OF THE MUNICIPAL ACCOUNTANT			
Classification:	Simple			
Type of Transaction:	G2B Government to Business			
Who may avail:	All suppliers and Contractor's/Bids and Awards Committee/Other Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Daily Time Record (DTR)		Originating Department		
Accomplishment Report (for JO's/COS) (xxx)		Owner		
Appointment Paper (for JO's/COS) (xxx)		Human Resource Management Unit		
Employee Payroll		Payroll Officer		
Copy of Circular (for other benefits)		Human Resource Management Unit		
Project Proposal/Design /Program of works		Originating Department/Office of the Municipal Engineer		
Labor Payrolls		Originating Department		
Picture of Project		Originating Department		
Obligation request		Municipal Budget Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Labor Payroll	1.5 Receive and Review payroll, all supporting Documents forward to JEV Preparer	none	4 minutes	Robert M. Estravez <i>Administrative Aide IV</i> Or Accounting Staff
	1.2 Prepare JEV	none	2 minutes	Myra M. Dungca <i>Administrative Assistant II / Glenda Q. Chavez</i> <i>A Administrative Assistant III</i>
	1.3 Final Review and Approval and Signature of DV and JEV	none	6 Minutes	Justo z. Racho <i>Municipal Accountant</i>
	1.4 Release of Approve DV	None	2 minutes	Person in Charge of Releasing
Lack of Supporting Documents	Return to Concern Office			
TOTAL			14 Minutes	



LGU - SAN LORENZO RUIZ, CAMARINES NORTE

CITIZEN'S CHARTER



I. Mandate:

The Municipal Budget office as one of the mandatory offices of the LGU starts its function from the budget preparation, authorization, review to execution and accountability that aims to promote and implement public expenditures adherent on the rules on budgeting, accounting, auditing and procurement.

II. Vision:

To provide efficient, effective budgetary support and services in the delivery of goals, programs and objectives of the Municipality.

III. Mission:

Optimize available resources, both from external revenues for the approved development projects for social, economic, and general services and the fully implemented and delivered and that no money shall be paid out of the Municipal Treasury except in pursuance of an appropriation or law.

IV. Service Pledge

We commit to:

- Assist in the Local Chief Executive in the preparation of Municipal Annual and Supplemental Budgets.
- Assist in the Sanggunian in the evaluation of/and deliberation on Executive Budget in terms of compliance with the statutory and budgetary requirements and general limitations.
- Evaluated requests for the issuance of certifications on availability of Appropriations for all disbursements, vouchers/payrolls which are funded by the General and Special Education Funds.
- Prepare Statement of Appropriations, Allotments & Obligations
- Prepares Financial reports as required by law



LIST OF SERVICES

Service Specification	4
List of Employee	5

Obligation Request and Status (Processing Disbursement Vouchers)

Requesting for review and availment of appropriations through personal appearance with necessary requirements.

Office	Office of the Municipal Budget			
Classification	Simple			
Type of Transaction	G2G Government to Government			
Who may avail:	LGU Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit Disbursement Voucher (DV)	1.1 Receive and verify the existence of appropriation in budget system and endorse to the Budget Officer	None	5 minutes	Jilda C. Salva (MBO-Staff)
	1.2 Review and approved the DV.	None	5 minutes	Ramon A. Placido (Municipal Budget Officer)
	1.3 Record and transmit to the Accounting Office	None	3 minutes	Jilda C. Salva (MBO-Staff)
TOTAL		None	13 minutes	



LIST OF EMPLOYEE

Offices	Address	Contact Information
RAMON A. PLACIDO	San Lorenzo Ruiz, Camarines Norte	09192445250
JILDA C. SALVA	San Lorenzo Ruiz, Camarines Norte	09519009765

ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION

Office of the Municipal Mayor

New Building, 2nd Floor, Right Wing

The LGU provides emergency financial assistance to individuals and families who are in extremely difficult situations and have inadequate resources (death of a family member / burial assistance, medical assistance)

Requirement: Death Certificate (for burial)

Doctor's Prescription (for medical assistance)

STEPS/PROCESS		DURATION	PERSON RESPONSIBLE
Client	Provider		
Request for AICS	-interview and prepares vouchers and obligation request	5 minutes	Jay A. Asis
	-approves request	1 min.	Nelson P. Delos Santos
Proceed to Budget Office	-certify as to existence of appropriation	5 minutes	Ramon A. Placido
Proceed to Accounting Office	-receive, review and obligates appropriation	10 minutes	Myra Dungca
	-prepares Journal Entry Voucher (JEV)	5 minutes	Account Staff
Proceed to Treasurer's Office	-prepare cheque	10 minutes	Robert M. Estravez
Proceed to Mayor's Office	-receive and record approved request	1 min.	Lina A. Abuyo
	-signs the cheque	1 min.	Nelson P. Delos Santos
Proceed to Accounting	-issue advice of cheque issued	5 minutes	Municipal Accountant
Proceed to MTO to receive cheque	-release cheque	1 min.	MTO Staff
TOTAL TIME		45 minutes	



Republic of the Philippines
Province of Camarines Norte
Municipality of San Lorenzo Ruiz

OFFICE OF THE MUNICIPAL ASSESSOR

Citizens Chart

I. VISION

The appraisal and assessment of real properties shall be undertaken with the aid of state-of-the-art ***QGIS-based Tax Mapping, Valuation, Assessment and Records Management Information System*** for a more efficient assessment service that will serve the tax paying public and the municipality as a whole and enforce all laws and ordinances relative to real property taxation and initiate and maximize the generation of resources and revenues by serving the public professionally and takes care of the tax payers welfare personally.

II. MISSION

Perform the duties of appraisal and assessment of real properties for taxation purposes guided by the fundamental principles that it shall be appraised at its current and fair market value, shall be classified for assessment purposes on the basis of its actual use, and shall be assessed on the basis of a uniform classification within the Province of Camarines Norte.

III. FUNCTIONAL STATEMENT

Exercise general supervision and control over the establishment of a systematic method of appraisal and assessment in the manner prescribed in the Code and in accordance with the rules and regulations issued by the Department of Finance.

Functions/Mandate:

1. Ensure that all laws and policies governing the appraisal and assessment of real properties for taxation purposes are properly executed.
2. Initiate, review and recommend changes in policies and objectives, plans and programs, techniques, procedures and practices in the evaluation and assessment of real properties for taxation purposes.
3. Establish a systematic method of real property assessment.
4. Install and maintain a system of tax mapping, showing graphically all property subject to assessment and gather all data concerning the same.
5. Prepare, install a real property identification system in conformity with the standards provided by the Bureau of Local Government Finance.
6. Conduct frequent physical surveys to verify and determine whether all real properties within the municipality are properly listed in the assessment rolls.
7. Exercise functions of appraisal and assessment primarily for taxation purposes of all real properties in the local government units.
8. Post and prepare a schedule of the fair market value for the different classes of real properties in accordance with the Code.
9. Issue upon request of any interested party, certified copies of assessment records of all real properties and all other records relative to its assessment, upon payment of a service charge or fee to the municipal treasurer.
10. Furnish the Office of the Municipal Treasurer on or before the thirty first (31st) day of December of each year copy of the assessment roll for taxable and exempt properties.
11. Attend personally or through an authorized representative all sessions of the local Board of Assessment Appeals whenever his assessment is subject to the appeal and present or submit any information or record in the possession as maybe required by the Board.
12. Exercise such other powers and perform such other duties and functions as maybe prescribed by law or ordinance.

ASSESSOR STAFF DIRECTORY

Name	Title	Cellphone No./E-mail Address
GLENN D. FLORENDO	Municipal Assessor	09305890793/glennflorendo69@gmail.com
JENNY LYN T. GRIPON	Assessor Aide	09511127103/jennylyngripon00gmail.com
ALVIN B. CACERES	Assessor Aide	

SERVICES

- **ZONING CLEARANCE PROCESS**
2
- **ISSUANCE OF TAX DECLARATION & CERTIFICATIONS**
3
- **PROCESSING OF ASSESSMENT TRANSACTION – Simple Transfer**
4
- **PROCESSING OF ASSESSMENT TRANSACTION – Newly Declared Real Property**
5
- **PROCESSING OF SUBDIVISION / CONSOLIDATION**
6

Municipal Planning and Development Office

Zoning Clearance Process

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents requirements to MPDO	1.1. Check completeness of requirements.	None	4 minutes	Arvin G. Rada
	1.2 If Completed: Issues Order of Payment	None	1 minute	
2. Proceed to Municipal Treasurer's Office	2.1 Issues Official Receipt.		5 minutes	Municipal Treasurer's Office
	a. Zoning Certification Fee	P110.00		
3. Presents Official Receipt	3.1. Prepares the Zoning Certificate	None	5 minutes	Arvin G. Rada
	3.2. Signs the Certificate		2 minutes	Rico C. Brizo - MPDC
4. Receives Zoning Certificate	4.1. Releases the certificate and informs the client to proceed to Engineering Office.	None	2 minutes	Arvin G. Rada
END OF TRANSACTION				

PROCESSING OF ASSESSMENT TRANSACTIONS:**I. ISSUANCE OF TAX DECLARATION & CERTIFICATIONS**

Tax Declaration is a primary record of all real property information necessary for tax assessment.

WHO MAY AVAIL OF THE SERVICE?

Taxpayers, Real Property Owners, Client

SCHEDULE OF SERVICE AVAILABILITY:

Monday to Friday 8:00 am to 5:00 pm

HOW TO AVAIL OF THE SERVICE:

THESE ARE THE STEPS INVOLVED	IT WILL TAKE YOU	REQUIREMENTS	PLEASE PAY	PLEASE APPROACH
1. Client must fill up request slip and present required documents	2 mins.	- Original Real Property Tax Receipt - Original Tax Clearance		Assessment Clerk
2. Client must pay Certification Fee(<i>tax declaration</i>) Certification of no improvement Certification of Landholdings Certification of no property			Comp.of payment c/o MTO	MTO Staff
3. Preparation of Tax Declaration and Assignment of Control Number	3 mins.	Official Receipt		Assessment Clerk
4. Approval and Releasing of Tax Declaration	2 mins.			Municipal Assessor and Assessment Clerk

*** *Certification is issued depending on the needs of the client.*

II. PROCESSING OF ASSESSMENT TRANSACTION – Simple Transfer

All newly acquired property within the municipality must be properly declared and recorded for taxation purposes.

WHO MAY AVAIL OF THE SERVICE?

Taxpayer, Real Property Owner, Client

SCHEDULE OF SERVICE AVAILABILITY:

Monday to Friday 8:00 am to 5:00 pm

HOW TO AVAIL OF THE SERVICE:

THESE ARE THE STEPS INVOLVED	IT WILL TAKE YOU	REQUIREMENTS	PLEASE PAY To MTO	PLEASE APPROACH
1. Client must fill up request slip and present required documents	3 mins	- Certified True Copy of Title Deed of Conveyance CAR (Certificate Authorizing Registration from BIR) Transfer Tax Receipt Tax Clearance Sworn Statement Tax Declaration of previous owner		Assessment Clerk
2. Validation of documents	3 mins.			Assessment Clerk
3. Client must pay required fee/s Transfer fee & Transfer tax Issuance fee			Comp. of payment c/o MTO	MTO Staff
4. Processing of transfer transaction	5 mins.	Official Receipt		Assessment Clerk
5. Preparation of Tax Declaration and assignment of control number	2 mins.			Assessment Clerk
6. Approval and Releasing of Tax Declaration	2 mins.			Municipal Assessor

III. PROCESSING OF ASSESSMENT TRANSACTION – Newly Declared Real Property

Conduct field ocular inspection to appraise the value of newly constructed improvement and acquired real property for taxation purposes.

WHO MAY AVAIL OF THE SERVICE?

Taxpayer, Real Property Owner, Client
SCHEDULE OF SERVICE AVAILABILITY:
 Monday to Friday 8:00 am to 5:00 pm
HOW TO AVAIL OF THE SERVICE:

THESE ARE THE STEPS INVOLVED	IT WILL TAKE YOU	REQUIREMENTS	PLEASE PAY	PLEASE APPROACH
1. Client must fill up request slip and present required documents	2 mins.	- Letter request - Building Plan(building) - Approved Plan (land)		Assessment Clerk
2. Validation of documents	5 mins.			Assessment Clerk
3. Client must pay required fee/s Inspection Fee: Building: Residential Commercial Agricultural Land: Residential Commercial Agricultural Certification fee(tax declaration) (Advice taxpayer to return after 3 days to get Tax Declaration)	2 mins.		Comp. of payment c/o MTO	MTO
4. Preparation of Field Appraisal and Assessment Sheet (FAAS)	5 mins.	Official Receipt		Assessment Clerk
5. FAAS forwarded to Provincial Assessor for approval	5 mins.			Municipal Assessor
6. Preparation of Tax declaration and Notice of Assessment and Assignment of control number	3 mins.			Assessment Clerk
7. Approval and release of Tax Declaration	2 mins.			Municipal Assessor

IV. PROCESSING OF SUBDIVISION / CONSOLIDATION

Insure that all newly acquired property are properly declared and recorded for taxation purposes.

WHO MAY AVAIL OF THE SERVICE?

Taxpayer, Real Property Owner, Client
SCHEDULE OF SERVICE AVAILABILITY:
 Monday to Friday 8:00 am to 5:00 pm

HOW TO AVAIL OF THE SERVICE:

THESE ARE THE STEPS INVOLVED	IT WILL TAKE YOU	REQUIREMENTS	PLEASE PAY	PLEASE APPROACH
1. Client must fill up request slip and present required documents	2 mins.	- Approved subdivision plan - Title - Updated Land Tax Receipt - Tax Clearance - Partition Agreement - Non-tenancy certification from DAR		Assessment Clerk
2. Validation of documents	5 mins.			Assessment Clerk
3. Client must pay required fee/s Certification(tax declaration)			Comp. of payment c/o MTO	MTO Staff
4. Preparation of FAAS for as many parcels are there in the subdivision/ consolidation plan (Advice taxpayer to return after 3 days to get Tax Declaration)	20 mins.	Official Receipt		Assessment Clerk
5. FAAS forwarded to Provincial Assessor for Approval	5 mins.			Provincial Assessor
6. Preparation of Tax Declaration and Notice of Assessment and assignment of Control Number	5 mins.			Assessment Clerk
7. Approval and release of Tax Declaration	2 mins			Municipal Assessor



Republic of the Philippines
Province of Camarines Norte
Municipality of San Lorenzo Ruiz

OFFICE OF THE SANGGUNIANG BAYAN

Citizens Chart

GRANTING OF FRANCHISE FOR TRICYLCE OPERATION

Office of the Sangguniang Bayan

New Building 2nd Floor, Left Wing

Requirements:

1. Certification of Punong Barangay
2. Police Clearance
3. LTO-CR / OR
4. SSS Certification
5. Community Tax Certificate
6. 3 pcs. Picture (Passport Size)
7. Voters Certification / ID
8. SLRTODA Clearance
9. Notarized Application Form
10. Official Receipt
11. Application Form of Mun. Tricycle Operation Permit (MTOP)
12. Mayor's Permit
13. Provisional Authority for tricycle service

STEPS/ PROCESS		DURATION	PERSON RESPONSIBLE
CLIENT	PROVIDER		
Request for franchise	-Issue checklist of requirement and application forms	1 min.	TRU and SB Staff
Submit all duly accomplished forms	-receive and review completeness of all documentary requirements including payments of required fees	15 mins.	
Signs the logbook	-record to logbook	5 mins.	
Receives copy of documents and sticker	-release MTOP, Mayors' Permit, Provisional Authority for Tricycle Service and sticker	1 min.	
TOTAL TIME		22 mins.	

VISION

The Municipality of San Lorenzo Ruiz, the home of excellence for Queen pineapple and food basket zone of Camarines Norte is an agri-industrialized and globally competitive economy with empowered and God loving people living in an ecologically balanced environment and well-planned infrastructure, governed by competent and respected leaders.

MISSION

The Municipal Government of San Lorenzo Ruiz shall lead its citizenry towards a respectable state of being through efficient and effective delivery of basic services, promotion of modern and sustainable agricultural facilities and technology development of its tourism potentials and active mutli-sectoral involvement in governance.

