



Local Government Unit of Cuyapo

CITIZEN'S CHARTER

**Anti-Red Tape Act of 2007 (ARTA)
2022 Edition**

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MANDATE

- The Local Government Unit of Cuyapo, Nueva Ecija aims to continuously provide efficient, responsive, and readily accessible public services to its constituents in compliance with the standards set in RA 11032 or otherwise known as the Ease of Doing Business and Efficient Service Delivery Act of 2018 and by the Anti-Red Tape Act Authority (ARTA) to streamline and simplify the procedures and requirements as well as rules and regulations in government systems and transactions.
- Contactless or online transactions are one of the best practices for innovation especially during this time of the pandemic. Our LGU will be venturing this year 2022 into the automation of our Business One Stop Shop (BOSS) thru the electronic Business Permit and Licensing System (eBPLS), an online computer program developed by the DICT. With this technology, we hope to introduce an option to avail of our service in the safety and comfort of our clients' homes.
- This reengineered process hopefully becomes successful and we look forward to more of the contactless or online applications from the DICT that we could use to improve our delivery of services to the public.



Republic of the Philippines
Province of Nueva Ecija
MUNICIPALITY OF CUYAPO
-oOo-



OFFICE OF THE MUNICIPAL MAYOR

Executive Order No. 16, Series of 2022

AN ORDER TO REVISIT AND UPDATE THE CITIZEN'S CHARTER OF THE
MUNICIPALITY OF
CUYAPO, NUEVA ECIIJA

WHEREAS, the Anti-Red Tape Authority (ARTA) had issued Memorandum Circular No. 2021-09, series of 2021 dated June 25, 2021 enjoining all LGUs to adopt the Whole-of-Government (WOG) Reengineering Manual as a tool to identify priority services for reengineering and determine its current status, expected outcome, target clients, and concerned office, division, or unit involved which currently requires a process to improve its services;


WHEREAS, in this time of national health crisis, restrictions to crowding and face to face transactions were implemented to help avert the spread of the COVID-19 virus and new work schemes were introduced such as work from-home arrangement utilizing online or contactless transactions;

WHEREAS, LGU Cuyapo was privileged to implement automation of the Business One Stop Shop (BOSS) through the electronic Business Permit and Licensing System (eBPLS), an online computer program developed by the DICT;

WHEREAS, with this advancement, LGU Cuyapo prioritizes its integration into our existing processes and hopefully in the near future more of this technology will be available to LGUs for a more efficient and readily accessible services for our constituents;

NOW THEREFORE, by virtue of the powers vested upon me as the Local Chief Executive of the Municipality of Cuyapo, Nueva Ecija, I hereby order the review and update of the service standards as defined in the Citizens Charter and guarantee streamlined transactions that our constituents expect for such service, and to integrate as well the online application and renewal of business permits and licenses;
This Executive order
shall take effect
immediately.

DONE in Cuyapo, Nueva Ecija this 01st day of April, 2022.


FLORIDA PAGUITO ESTEBAN, M.D.
Municipal Mayor

Executive Order No. 16, s-2022 (Order to Revisit and Update the Citizens' Charter of Cuyapo, Nueva Ecija)

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This Executive order shall take effect immediately.

VISION:

Cuyapo is a premier agro-eco-tourism hub of Nueva Ecija with God-loving and empowered community, living in a well-planned environment with progressive economy, governed by responsible leaders.

MISSION:

To effectively address and deliver the basic needs by educating and empowering the people through genuine public service and responsive local governance.

PERFORMANCE PLEDGE:

- We, the officials and employees of the Local Government Unit of Cuyapo, Nueva Ecija commit to:
- Serve the people/clients with utmost respect, courtesy and integrity.
- Professionally perform our duties and responsibilities without reservation but ensure customer's excellent satisfaction from the services they deserve.
- Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break

ISSUANCE OF MAYOR'S CLEARANCE

(Simple Transaction)

About the service

The Office of the Municipal Mayor issues Mayor's clearance/s to constituents as a requirement for job application and other government and private transaction.

Availability of Service

Monday to Friday/8:00AM-5:00PM (No noon break)

Requirements:

- Police Clearance
- Official Receipt

Fee: P100.00

Duration: 10 minutes

How to avail of the service

Step	Client	Service Provider	Processing Time	Responsible Person	Signatory	Form*
1.	Present all requirements	Assessment of requirements	2 minutes	Mayor's Office Staff		
2.	Wait while document is being processed	Preparation of document	5 minutes			
3.		Approval/ Release	3 minutes		Municipal Mayor	
End of Transaction						

*Forms are FREE of CHARGE.

ISSUANCE OF CERTIFICATE OF INDIGENCY AND REFERRAL LETTERS (Simple Transaction)

About the service

The MSWDO issues Certification of Indigency for free legal assistance, free education, registration of birth, etc. to indigent individuals and referral letters to institutions (e.g. Hospitals, Care homes, etc.)

Availability of service

Monday to Friday/8:00 AM-5:00PM (No noon break)

Requirements

- Certificate of Indigency from Punong Barangay (*for legal assistance*)

Duration: 10 minutes

How to avail of the service

Steps	Client	Service Provider	Processing Time	Responsible Person	Signatory	Form*
1.	Present requirements	Interview with client	5 minutes	MSWDO Staff		Indigency Form
2.	Wait while document is being processed	Preparation/Approval of Certificate of Indigency	3 minutes		Municipal Social Welfare & Devt. Officer	
3.		Release of Certificate of Indigency and Referral	2 minutes			
End of Transaction						

*Forms are FREE of CHARGE.

ACCESSING VETERINARY SERVICES

(Complex Transaction)

About the service

The Municipal Agriculture Office provides veterinary services for livestock and pets.

Veterinary services cover consultation, vaccination and treatment.

Availability of service

Monday to Friday/8:00 AM-5:00PM (No noon break)

Fee: Free of Charge

Duration: Walk-in clients: 30 minutes

Community Service: Variable

Steps	Client	Service Provider	Processing Time	Responsible Person	Form*
1.	Present the pet/animal	For walk-in patients	30 minutes	Veterinarian Agricultural Technologist	
2.	Wait while the animal is undergoing treatment	Interview/Assessment			
3.		Treatment			
End of Transaction					
		For Community Service			
1.	Contact Vet for appointment/schedule	Schedule appointment with pet/animal owners	Depends on the location of the patient	Veterinarian Agricultural Technologist	
2.	Wait for Vet to arrive at the venue and present pet/animal for treatment	Veterinarian will proceed to the location of patients for treatment			
End of Transaction					

*Forms are FREE of CHARGE.

Anti-Red Tape Act of 2007 (ARTA)

EXPANDED PROGRAM ON IMMUNIZATION

(Simple Transaction)

About the service

The program is undertaken to protect children (ages 0-11 months) from the seven immunizable disease providing specific protection through the use of effective vaccine against tuberculosis, diphtheria, pertussis, tetanus, poliomyelitis, measles and Hepatitis B and to protect pregnant women from tetanus by immunization.

Availability of service

Every 3rd to 4th Week of the Month 8:00 AM-5:00PM
(No noon break)

Fee: Free of Charge

Duration: 11 minutes

How to avail of the service

Steps	Client	Service Provider	Processing Time	Responsible Person	Form*
1.	Registration/Ad mission	Issuance of under 5 card	3 minutes	Nurse Midwife	
2.	Wait for your number to be called and present patient record	Vaccine Administration	5 minutes		
3.		Post Conference	3 minutes		
End of Transaction					

*Forms are FREE of CHARGE.

Note: Subject to availability of vaccines

DENTAL SERVICES

(Complex Transaction)

About the service

The program is undertaken to reduce the incidence and prevalence of dental caries including reducing of periodontal diseases among the general populace.

Extraction

Consultation

Consultation/counseling for pregnant women

Availability of service

Monday to Friday/8:00 AM-5:00PM (No noon break)

Fee: P50.00

Duration: 55 minutes

How to avail of the service

Steps	Client	Service Provider	Processing Time	Responsible Person	Form *
1.	Admission	Interview	5 minutes	Dental Aide	
2.	Wait for your number to be called and present patient record	Patient Examination	5 minutes	Dentist	
3.		Patient who are 30 yrs. old and above should have their blood pressure be taken	5 minutes	Dental Aide	
4.	Proceed to Treasury Office for payment	Issue Official Receipt (OR)	10 minutes	MTO	
5.	Present OR for the dental service	Extraction	variable	Dentist	
End of Transaction					

*Forms are FREE of CHARGE.

Note: Subject to availability of vaccines

LABORATORY SERVICES

About the service

These are the examinations requested where body specimens like fluids, excretion or secretions are extracted and subjected to different tests for diagnostics purposes. (Simple Transaction)

Availability of service

Monday to Friday/8:00 AM-5:00PM (No noon break)

Routine Urinalysis	P50.00
Fecalalysis	P50.00
Hemoglobin	P50.00
Platelet Count	P100.00
Blood Chem	P150.00/test
Sputum Examination	Free

HBSAg	P250.00
KOH (Skin Test)	P50.00
Gram Stain	P100.00
Syphilis Test	Free
Skin Slit Smear	Free

Duration: Simple Test: 25 minutes

Complex Test: Variable

How to avail of the service

Steps	Client	Service Provider	Processing Time	Responsible Person	Form*
1.	Registration	Interview	5 minutes	Nurse/Midwife	
2.	Proceed to the Treasury Office for payment	Issue Official Receipt (OR)	10 minutes	MTO	
3.	Present OR and the specimen at the laboratory for examination	Examination of specimen	Routine Urinalysis: 10 mins Fecalalysis: 10 mins Platelet Count: 30 mins Henoglobin: 10 minutes Blood Chem: variable (within the day)	Medical Technologist	
4.	Wait while the lab results are processed	Release of result and refer to Physician for interpretation and management	Variable	Rural Health Physician Municipal Health Officer	
End of Transaction					

*Forms are FREE of CHARGE.

Note: Subject to availability of vaccines

ENVIRONMENTAL HEALTH SANITATION

(Simple Transaction)

About the service

The program aims to attain an ecological balance that must exist between man, his community and environment in order to ensure his health and well – being through provisions of adequate personnel and community hygiene. The program is directed to the individual, his family and the community. Mandated by Municipal Ordinance No. 135,s-2012 otherwise known as the Sanitation Code.

Availability of service

Monday to Friday/8:00 AM-5:00PM (No noon break)

Requirements

A. For cooks, waiters/waitress in carinderias and restaurants and other food handlers:

1. Fecalysis result
2. Deworming
3. Chest X-Ray

B. For Videoke bar owners:

1. Acetic Acid Test (quarterly)
2. AIDS/STD Testing (RPR)(semi-annually)
3. Gram staining(quarterly)
4. Urinalysis (quarterly)
5. Hepatitis B Screening (quarterly)

C. For Industrial establishments:

1. DENR Certificate

D. For Swimming pools owners:

1. Certificate of Training for Lifeguards

E. For Funeral service owners:

1. License for Embalmers

F. Water Refilling Stations

1. DOH License
2. Water Analysis (quarterly)

Duration: 10 minutes

How to avail of the service

Steps	Client	Service provider	Processing Time	Responsible Person	Signatory	Form*
	Submit requirements	Review/ Assess	5 minutes	Sanitary Inspector		
	Wait while the health certificate is being processed	Review and approval	5 minutes		Rural Health Physician Municipal Health Officer	
End of Transaction						

*Forms are FREE of CHARGE.

APPLICATION/RENEWAL OF BUSINESS PERMIT

(Complex Transaction)

About the service

All Enterprises are required to secure a Business License and Mayor's Permit, and pay business taxes before the start of commercial operation. For existing business, license must be renewed from January 1 to 20 every year. Penalties are imposed after this period. (R.A. 7160, Municipal Ordinance No. 166, s-2017) Business taxes for new enterprises are computed based on Capitalization. Those for existing businesses are computed as a percentage of gross receipts / sales for the preceding calendar year. Payments maybe made annually, semi-annually or quarterly. Taxes are due on the first 20 days of each quarter. (R.A. 7160)

Availability of service

Monday to Friday/8:00 AM-5:00PM (No noon break)

Requirements for new businesses

1. Business License Application / Assessment Form
2. Zoning Clearance / Locational Clearances
3. Fire Clearance / Certification
4. Health Inspection Certificate (Sanitary Permit)
5. DTI- Cert. of Registration of Business Name
6. Building Clearance (Engineering Office)
7. Certificate of Occupancy (Engineering Office)
8. SSS Clearance
9. Income Statement

10. Sales book / Official Receipts / Invoice

11. Lease Contract (if any)

Optional requirements for big establishments:

1. BIR Registration
2. NFA License
3. Environmental Compliance Certificate (DENR)
4. BFAD Certification

Fees

1. Business Taxes - Based on type of business and capitalization (new enterprises)
gross receipt (existing enterprises)
2. Mayor's Permit Fee - Based on gross receipts and tax schedule
3. Sanitary Inspection Fee - P150.00
4. Fire Inspection Fee - 10% of all fees collected by the Building Official except fees for Municipal Business Permit & Licenses
5. Building Inspection Fee - Based on type of structure
6. Garbage Fee - P300.00
7. Business Plate (New) - P250.00
8. Business Sticker - P50.00
9. Occupational Tax - P200.00

Duration: 2 hours and 35 minutes

How to avail of the service

APPLICATION/RENEWAL OF BUSINESS PERMIT

(Complex Transaction) (Cont.)

Steps	Client	Service Provider	Processing Time	Responsible Person	Signatory	Forms
1.	Submit requirements & fill-up Form A	Review/Assess/Verify all requirements	10 minutes	Business Permit & Licensing Section Staff		Form A
2.	Wait while application is being processed	Inspection of Business	2 hours			
		Approval of Assessment	5 minutes		Municipal Treasurer	
		Receive payments	5 minutes			
		Issue business plate/ sticker	2 minutes			
		Post payments and encoding business information	8 minutes			
3.		Printing , Review and Releasing	5 minutes		Municipal Mayor	
End of Transaction						

*Forms are FREE of CHARGE.

Note:

1.DISCOUNT- a five percent (5%) discount shall be granted to taxpayers who will pay their Business Licenses, permits & fees on annual basis within the first twenty (20) days of January.

2.SURCHARGE - Failure to pay / renew the permit within the prescribed period shall accrue a surcharge of twenty-five percent (25%) to the original tax due or fraction thereof; and

3.EXTENSION - the prescribed period for the issuance of business license and permits without surcharge may be extended provided, that there will be an Executive Order coming from the Local Chief Executive.

ONLINE APPLICATION/RENEWAL OF BUSINESS PERMIT

(Complex Transaction)

About the service

An alternative method of securing Business Permit and Licenses using the internet through an online application or computer program known as the electronic Business Permit and Licensing System (eBPLS) without leaving the comfort and safety of the client's home.

Register using the following link in your browser <https://prod6.ebpls.com/cuyaponuevaecija>

All requirements should be complete and submitted online and payments will be done through cashless transactions using GCash or LandBank i-access account.

Availability of service

Monday to Friday/8:00 AM-5:00PM (No noon break)

Requirements for new businesses

1. Business License Application/Assessment Form
2. Zoning Clearance / Locational Clearances
3. Fire Clearance / Certification
4. Health Inspection Certificate (Sanitary Permit)
5. DTI- Cert. of Registration of Business Name
6. Building Clearance (Engineering Office)
7. Certificate of Occupancy (Engineering Office)
8. SSS Clearance
9. Income Statement
10. Sales Book / Official Receipt / Invoice
11. Lease of Contract

Optional requirements for big establishments:

1. BIR Registration
2. NFA License
3. Environmental Compliance Certificate (DENR)
4. BFAD Certification

Fees

1. Business Taxes - Based on type of business and capitalization (new enterprises) Gross receipt (existing enterprises)
2. Mayor's Permit Fee - Based on gross receipts and tax schedule
3. Sanitary Inspection Fee - P150.00
4. Fire Inspection Fee - 10% of all fees collected by the Building Official
except fees for Municipal Business Permit & Licenses
5. Building Inspection Fee - Based on type of structure
6. Garbage Fee - P300.00
7. Business Plate (New) - P250.00
8. Business Sticker - P50.00
9. Occupational Tax - P200.00

Duration: 50 minutes

How to avail of the service

ONLINE APPLICATION/RENEWAL OF BUSINESS PERMIT

(Complex Transaction) (Cont.)

Steps	Client	Service Provider	Processing Time	Responsible Person	Signatory
1.	Register online		10 minutes	BPLO	
2.	Upload all complete requirements	Evaluation of requirements	5 minutes		
	Wait for endorsement to other offices is prepared	Endorsement to various offices	10 minutes	MENRO Sanitary Office Engineering Office Bureau of Fire Planning & Devt. Office	
	Wait while assessment for fees is prepared	Assessment of fees	10 minutes	BPLO	
	Proceed to payment of fees	Issuance of Official Receipt	5 minutes	LandBank online/GCash payment app	
3.		Issuance of Mayor's Permit and Business License	10 minutes	BPLO	Municipal Mayor
End of Transaction					

*Forms are FREE of CHARGE.

PAYMENT OF REAL PROPERTY TAXES

(Simple Transaction)

About the Service

OWNERS of land and buildings have to pay real property taxes annually. Taxes are a percentage of the property's taxable value. The governing law pertaining to Local Government Taxation and Fiscal Matters, is the Local Government Code of 1991 (R.A. No. 7160), which specifically repealed PD 1621, the Real Property Tax Code.

Availability of service

Monday to Friday/8:00 AM-5:00PM (No noon break)

Requirements

1. Copy of latest Real Property Tax Declaration
2. Photocopy of latest Real Property Tax payment/ Official Receipt

Duration: 15 minutes

How to avail of the service

Steps	Client	Service Provider	Processing Time	Responsible Person	Form*
1.	Submit all requirements	Review/Assess	5 minutes/tax declaration	Real Property Division Staff	
2.	Wait for the verification	Verification	5 minutes /tax declaration		
3.	Proceed to Cashier for payment	Issue of Official Receipts	5 minutes/receipt		
End of Transaction					

*Forms are FREE of CHARGE.

SECURING REAL PROPERTY TAX CLEARANCE

(Simple Transaction)

About the service

OWNERS of land and buildings have to pay real property taxes annually. Real property tax clearance may only be issued by local treasurer's office upon full payment of real property taxes due on subject properties.

Availability of service

Monday to Friday/8:00 AM-5:00PM (No noon break)

Requirements

- 1.Copy of latest Real Property Tax Declaration
 - 2.Photocopy of latest Real Property Tax payment/Official Receipt
- Fee: P100.00

Duration: 12 minutes

How to avail of the service

Steps	Client	Service Provider	Processing Time	Responsible Person	Signatory	Form*
1.	Present all requirements	Verification	5 minutes/tax declaration	Real Property Division Staff		
2.	Wait while tax clearance is being processed	Printing of certificate	5 minutes/ certificate			
3.		Approval/Release of Real Property Tax Clearance	2 minutes/ certificate		Municipal Treasurer	
End of Transaction						

*Forms are FREE of CHARGE.

SECURING COMMUNITY TAX CERTIFICATE

(Simple Transaction)

About the service

All persons ages 18 and above are required to secure Community Tax Certificate, on the first day of January to February 28 of every year to avoid penalty. Likewise, it is one of the requirements to present in any transaction requiring the same. To compute the amount of tax is P1.00 for every one thousand had been levied from the gross income of the applicant.

Availability of Service

Monday to Friday/8:00 AM-5:00PM (No noon break)

Requirements

- 1.Copy of latest Real Property Tax Declaration
- 2.Photocopy of latest Real Property Tax payment/Official Receipt

Fee: P100.00

Duration: 12 minutes

How to avail of the service

Steps	Client	Service Provider	Processing Time	Responsible Person	Signatory	Form*
1.	Fill up information sheet	Interview	5 minutes	Treasury Office Staff	Municipal Treasurer	
2.	Proceed to Cashier for payment	Issuance of Community Tax Certificate	5 minutes			
End of Transaction						

*Forms are FREE of CHARGE.

SECURING BUILDING PERMIT

(Complex Transaction)

About the Service

A requirement needed prior to the construction, erection, alteration, major repair or renovation and conversion of any building owned by government or private entities.

Availability of service

Monday to Friday/8:00 AM-5:00PM (No noon break)

Requirements:

1. Notice of Construction
2. Locational Clearance
3. Lot Title /TCT (3 certified true copies)
4. Real Property Tax Receipt (3 photocopies)
5. Tax Declaration (3 photocopies)
6. Certification from DAR (haciendas & Agri-land)
8. Building Plans signed and sealed by certified CE, EE, Arch.
And SE, AE (5 sets)
9. Design/Structural Analysis (2 Storey or more)
10. Vicinity Map/Logbook
11. As built plan
12. Pictures

Note: If not the owner: Letter of Consent from the lot owner, Contract of Sale & Contract of Lease (duly notarized).

Fees:

Main Building	
Original complete construction up to 20 sqm	P2.00
Additional/renovation/alteration up to 20 sqm regardless of floor area of original construction	P2.40
Above 20 to 50 sqm	P3.40
Above 50 to 100 sqm	P4.80
Above 100 to 150 sqm	P6.00
Above 150 sqm	P7.20
Accessory Fees	
Establishment of line and grade, all lines fronting or abutting streets, esteros, rivers and creeks, first 10m	P24.00
Every meter or fraction thereof in excess of 10	P2.40
Inspection / Excavation Fees	
Inspection and Verification Fee	P200.00
Per cu. Meter of excavation	P3.00
Issuance of GP&EP valid only for thirty(30) days or superseded upon issuance of Building Permit	P50.00
Per cu. meter of excavation for foundation of basement	P4.00
Excavation other than foundation or basement	P3.00
Encroachment of footing or foundation of buildings or structures to public areas as permitted, per sqm. or foundation encroachment	P250.00

SECURING BUILDING PERMIT

(Complex Transaction) (Cont.)

Duration: 3 hours and 25 minutes

How to avail of the service

Steps	Client	Service Provider	Processing Time	Responsible Person	Signatory	Form*
1.	Fill up Application and Notice of Construction forms	Assess requirements	25 mins.	Engineering Staff		NBC Form B-20 NBC Form B-01 / LGU Form 43-001
2.	Wait while site inspection is conducted	Site Inspection	2 hours			
3.		Computation	30 mins.			
4.	Proceed to Treasury Office for payment	Issue Official Receipt (OR)	10 mins.	Treasury Office Staff		
5.	Present OR and wait for the release of the Building Permit	Encoding and issuance of Building Permit Number	15 mins.	Engineering Staff		
6.		Approval/Release of Building Permit	15 mins.		Municipal Engineer Municipal Mayor	
End of Transaction						

*Forms are FREE of CHARGE.

TRANSFER OF OWNERSHIP OF PROPERTY INTO TAX DECLARATION *(Simple Transaction)*

About the service

A requirement secured upon transfer of ownership, for loan purposes, or reference and owner's file copy. Property owners and taxpayers or his/her authorized representative shall declare new or original titles into tax declaration

Availability of Service

Monday to Friday/8:00 AM-5:00PM (No noon break)

Requirements

1. Original and photocopy of Owner's Duplicate Certificate of Title
2. Tax receipt for the current year
3. Transfer Tax
4. ECar from BIR
5. Blueprint copy of Approved Subdivision Plan (if necessary)

Fee: P100.00/Transfer of ownership

Duration: 40 minutes

How to avail of the service

Steps	Client	Service Provider	Processing Time	Responsible Person	Signatory	Form*
1.	Submit requirements	Verify and assess requirements	5 minutes	Assessor's Office Staff	Municipal Assessor / Provincial Assessor	
2.	Wait while the Tax Dec is being processed and pay Transfer Fee at the Treasury Office	Process and prepare Transfer of Ownership	30 minutes			
3.		Issue Official Receipt	2 minutes	Treasury Cashier		
4.		Recommend approval and numbering	3 minutes	Municipal Assessor/ Provincial Assessor		
End of Transaction						

*Forms are FREE of CHARGE.

ISSUANCE OF CERTIFIED TRUE COPY OF TAX DECLARATION AND CERTIFICATION OF TOTAL LANDHOLDING, NON-OWNERSHIP, NO IMPROVEMENT AND OTHER ASSESSMENT RECORDS

(Simple Transaction)

About the Service

The issuance of certified true copy of Tax Declaration is secured upon by transfer of ownership of real property, loan purposes, owner's file copy and reference purposes and certifications which serves as the permanent record for every real property unit (Land or Building).

Availability of service

Monday to Friday/8:00 AM-5:00PM (No noon break)

Requirements:

1. Real property tax receipt of the current year
2. Photocopy of the title
3. Tax Declaration number
4. Lot number of the property

Fee: P 100.00 / Copy of Tax Declaration and Certification

Duration:20 minutes

How to avail of the service

Steps	Client	Service Provider	Processing Time	Responsible Person	Signatory	Form*	
1.	Submit requirements	Verify and assess requirements	3 minutes	Assessor's Office Staff		RPA Form No. 1	
2.	Wait while the Tax Declaration is being processed and proceed to Treasury office for payment then present OR	Prepare Tax Declaration and advise client to pay fees	10 minutes				
3.		Issue Official receipt (OR)					Treasury Cashier
4.		Release of true copy of Tax Declaration	2 minutes				Assessor's Office Staff
End of Transaction							

*Forms are FREE of CHARGE.

TRANSCRIPTION OF BIRTH, MARRIAGE AND DEATH CERTIFICATES (Local & Abroad) (Simple Transaction)

About the Service

The Local Civil Registrar issues certified transcripts or registered copies.

Availability of service

Monday to Friday/8:00 AM-5:00PM (No noon break)

Requirements:

1. Personal Appearance of applicant
2. Authorization letter (in the absence of the concerned person)

Fees:

1. P150.00 for abroad purposes
2. P100.00 for local purposes

Duration: 15 minutes

How to avail of the service

Steps	Client	Service Provider	Processing Time	Responsible Person	Signatory	Form*
1.	Fill up verification slip	Verification	5 minutes	Civil Registry Staff	Municipal Civil Registrar	Form 1A 2A 3A
2.	Proceed to Treasury Office for payment	Encode data in Form 1A/2A/3A	5 minutes			
3.	Present OR and release of document	Transcription & Signature	2 minutes			
4.	Applicant must review the document for possible erroneous entry before leaving the office	Release of the Birth, Marriage, or Death Certificate	3 minutes			

*Forms are FREE of CHARGE.

**If data verified is available in the records. Otherwise, it will take around 30-45 minutes to verify the data in the records.

REGISTRATION OF LIVE BIRTH (LEGITIMATE)

(Simple Transaction)

About the Service

The office receives the declaration of facts and circumstances surrounding the birth of a person whose parents are married for purposes of registration.

Availability of service

Monday to Friday/8:00 AM-5:00PM (No noon break)

Requirements:

1. Marriage Contract of Parents
2. Personal Appearance of the father or immediate relatives

Duration: 12 minutes

How to avail of the service

Steps	Client	Service Provider	Processing Time	Responsible Person	Signatory	Form*
1.	Fill up verification slip	Encodes Municipal Form and print	5 minutes	Civil Registry Staff		Form 102
2.	Wait while the document is being processed	The client and attendant must sign the Certificate of Live Birth with the assistance of LCR staff	2 minutes			
3.		Release of Certificate of Live Birth with registry number, signature, and dry seal	2 minutes		Municipal Civil Registrar	
4.	Client must review the document for possible erroneous entry before leaving the office		3 minutes			
End of Transaction						

*Forms are FREE of CHARGE.

REGISTRATION OF CERTIFICATE OF MARRIAGE (Mass Wedding) (Simple Transaction)

About the service

The Local Civil Registrar issues a special contract of permanent union between a man and a woman entered into in accordance with law for the establishment of conjugal and family life.

Availability of service

Monday to Friday/8:00 AM-5:00PM (No noon break)

Requirements:

Living together within five (5) years under Article 34 of the Family Code of the Philippines in a form of affidavit duly notarized.

Duration: 17 minutes

How to avail of the service

Steps	Client	Service Provider	Processing Time	Responsible Person	Signatory	Form*
1.	Submit requirement	Interview and encode data in the form	12 minutes	Civil Registry Staff	Municipal Civil Registrar	MF No. 97
2.	The clients must review the document for possible erroneous entry before leaving the office	Assist the contracting party for signature	3 minutes			
3.	Wait for the release of Marriage Certificate	Mass Wedding	Variable	Municipal Mayor	Municipal Mayor	
4.		Release of Marriage Certificate	2 minutes	Civil Registry Staff		
End of Transaction						

*Forms are FREE of CHARGE.

APPLICATION FOR MARRIAGE LICENSE

(Complex Transaction)

About the Service

The application for marriage license is an application in writing setting forth if each of the contracting party has the necessary qualifications for contracting marriage and this writing is subscribed and sworn by the parties separately before any public official or the Local Civil Registrar.

Availability of service

Monday to Friday/8:00 AM-5:00PM (No noon break)

Requirements for 25 years old and above:

1. Personal Appearance of contracting party
2. CENOMAR from NSO
3. Family Planning
4. Community Tax Certificate of contracting party
5. For foreign nationals (Legal capacity to contract marriage issued by consulate where the foreign national resides)

Fee: P 850.00

Requirements for 18 to 24 years old:

1. Personal Appearance of contracting party
2. Parents' Consent
3. Marriage Counseling
4. Family Planning
5. Community Tax Certificate of contracting party
6. Community Tax Certificate of parents
7. For foreign nationals (Legal capacity to contract marriage issued by consulate where the foreign national resides)

Fee: P 1,000.00

Duration: 1 hour 25 minutes and 11 days

How to avail of the service

Steps	Client	Steps to follow	Processing Time	Responsible Person	Signatory	Form*
1.	Fill-up interview sheet	Review	5 minutes	Civil Registry Staff		
2.	Submit requirements	Interview clients and assess the requirements	10 minutes			
3.	Proceed to Treasury Office for payment	Encode MF No. 90	30 minutes		Municipal Treasurer	MF No. 90
4.	Present OR	Advise the contracting party to go to POPCOM and MSWDO for marriage counseling (for ages 18-24 yrs. old only)	30 minutes		MSWDO POPCOM Officer	Pre-Marriage form and Family Planning Certificate
5.	Submit Pre-Marriage form and Family Planning Certificate	Present MF No. 90 to the client for review and signature of the contracting party	5 minutes			
6.	Wait for the release of the Marriage License	Signature	2 minutes		Mun. Civil Registrar	
7.		Posting	11 days			
8.		Release of Marriage License	3 minutes			
End of Transaction						

*Forms are FREE of CHARGE.

REGISTRATION OF CERTIFICATE OF DEATH

(Simple Transaction)

About the service

The Local Registrar's Office records permanent disappearance of all evidence of life at any time.

Availability of service

Monday to Friday/8:00 AM-5:00PM (No noon break)

Requirements:

1. Personal Appearance of the immediate relative
2. Death Certificate duly signed by the Attending Physician and embalmer
3. Official Receipt

Fee:

1. Burial Permit - P100.00
2. Reconstruction Fee – P100.00

Duration: 20 minutes

How to avail of the service

Steps	Client	Steps to follow	Processing Time	Responsible Person	Signatory	Form*
1.	Fill up verification slip	Review/interview and encode data in MF No. 103	10 minutes	Civil Registry Staff		MF No. 103
		Advise the client to go to the attending physician and embalmer for their signature	Variable			
2.	Proceed to Treasury Office for payment	Record document	5 minutes			
3.	Applicant must review the document for possible erroneous entry before signature	Signature and dry seal	3 minutes		Mun. Civil Registrar	
4.	Wait for the release of the Death Certificate	Release of Certificate of Death with registry number	3 minutes			
End of Transaction						

*Forms are FREE of CHARGE.

ISSUANCE OF MENRO CERTIFICATION

About the Service

The office of the Municipal Environment and Natural Resources Officer (MENRO) issues Certification to constituents as a requirement in the application of Permit to Cut Trees, Permit to Travel, Permit to Operate Chainsaw and other permits issued by the Department of Environment and Natural Resources.

Availability of Service

Monday to Friday/8:00 A.M. to 5:00 P.M. (no noon break)

Requirements

1. Barangay Certification
2. Photocopy of Land Title

Fee: P 100.00

Duration: 2 hours and 25 minutes

How to Avail of the Service

Step	Client	Service Provider	Processing Time	Responsible Person	Signatory	*Form
1	Registration (Visitor's Logbook)	Interview with client	5 minutes	MENRO Staff	MENRO	
2	Present all requirements	Assessment of requirements	5 minutes			
3	Wait while site inspection is conducted	Site Inspection	2 hours			
4	Proceed to Treasury Office for payment	Issue Official Receipt (OR)	5 minutes	MTO	MENRO	
5	Present OR	Preparation of Certification, approval and release	10 minutes	MENRO Staff		

*Forms are FREE of CHARGE.

FEEDBACK MECHANISM

FEEDBACK MECHANISM

Individuals may convey their complaints, requests for services or suggestions on all aspects of the municipal government operations through complaints desk or suggestion box located at the lobby of the municipal building. The objective is to enhance operations and improve service delivery. The HRMO Team will track and monitor complaints of our clientele.

REQUIREMENTS:

A written feedback containing the:

1. Date of Feedback/Complaint
2. Name and Address/ : _____
Tel. No. of Complainant : _____
3. Name and Address/ : _____
Tel. No. of Employee : _____
4. Nature of Feedback/Complaint : _____
5. Demands/Request of Complainant : _____

Steps to follow	Responsible Person
1. The Client drops the written complaint in the drop box.	HRMO
2. Collect contents of complaints box every Friday to Record in a logbook	
3. Complainant will receive a message from the municipal government to acknowledge receipt of the complaint/feedback	

CLIENT'S FEEDBACK FORM

Name : _____
Address : _____

Office Visited : _____
Service availed at : _____

(Please check appropriate boxes)

1. Is the Office easy to locate? -----
2. Was there an appropriate signage or direction? -----
3. Is the Office clean and orderly? -----
4. Were you received properly? -----
5. Were your needs attended to promptly -----
6. Were you made to wait long? -----
7. Did you feel comfortable? -----
8. Were you made aware of the requirements? -----
9. Were there so many additional requirements? -----
10. Were you given proper information on how to get the requirements? -----
11. Were you made aware of the fees you will pay? -----
12. Is the employee-in-charge available? -----
13. Is the employee-in-charge knowledgeable? -----
14. Is the employee-in-charge accommodating? -----
15. Were the authorized officials available? -----
16. Did it take him/them long to sign the document? -----

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
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<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

CLIENT'S FEEDBACK FORM

Pangalan : _____
Lugar : _____

Opisinang Binisita : _____
Serbisyong Natanggap: _____

(Please check appropriate boxes)

Oo Hindi

- | | | |
|---|--------------------------|--------------------------|
| 1. Madali bang hanapin ang opisina? ----- | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. May maayos bang direksyon o karatula para ito ay makita? ----- | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Malinis at maayos ba ang opisina? ----- | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Ikaw ba ay napaglingkuran ng sapat at maayos? ----- | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Naasikaso ba ng maayos at agaran ang inyong pangangailangan? ----- | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Ikaw ba ay naghintay ng matagal batay sa itinakdang oras? ----- | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Maayos ba ang pakikitungo at pagtatanggap sa inyong pangangailangan? ----- | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Malinaw ba ang mga kinakailangang dokumento bago ang transaksyons? ----- | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. May mga karagdagang dokumento ba na sa tingin mo ay hindi kailangan? ----- | <input type="checkbox"/> | <input type="checkbox"/> |
| 10.Sapat ba ang inpormasyon kung papaano makukuha ang mgakinakailangan dokumento? ----- | <input type="checkbox"/> | <input type="checkbox"/> |
| 11.Malinaw ba ang mga dapat bayarin at babayaran? ----- | <input type="checkbox"/> | <input type="checkbox"/> |
| 12.Ang kawani ba na nakatalaga ay naroon? ----- | <input type="checkbox"/> | <input type="checkbox"/> |
| 13.Siya ba ay may sapat na kaalaman sa kanyang ginagawang trabaho? ----- | <input type="checkbox"/> | <input type="checkbox"/> |
| 14.Ang kawani ba na nakatalaga ay magalang at maasikaso? ----- | <input type="checkbox"/> | <input type="checkbox"/> |
| 15.Naroroon ba ang mga taong dapat pumirma sa dokumento? ----- | <input type="checkbox"/> | <input type="checkbox"/> |
| 16.Natagalan ba ang pagpirma batay sa itinakdang oras? ----- | <input type="checkbox"/> | <input type="checkbox"/> |

CLIENT'S FEEDBACK FORM

Sa aming mga minamahal na taga-tangkilik, malugod po naming tinatanggapang anumang suhesyon at puna upang patuloy na mapataas ang antas ng aming pampublikong serbisyo, mangyaring punan ang mga sumusunod at ihulog sa aming ' Suggestion Box' na matatagpuan sa Public Assistance and Complaint Desk (PACD).

**TAPAT NA SERBISYO
PARA SA CUYAPEÑO**



WALA DITO

LGU Cuyapo Directory

OFFICE	TELEPHONE NUMBER
Municipal Mayor	- (044) 951-5597
Municipal Administrator	- (044) 950-0640
Sangguniang Bayan	- (044) 951-6531
Rural Health Unit 1	- (044) 950-2918
Rural Health Unit 2	- (044) 951-0316
Engineering Office	- (044) 950-5951
Treasurer's Office	- (044) 958-1015
Municipal Agriculture	- (044) 803-5781
Local Civil Registrar	- (044) 951-5396
Municipal Budget Office	- (044) 950-0845
Accounting Office	- (044) 803-8437
Supply Office	- (044) 950-5958
Municipal Social Welfare and Development Office	- (044) 940-7403
Assessor's Office	
Secretary to the Sangguniang Bayan	- (044) 951-6531
Human Resource and Management Office	- (044) 951-1370
Planning and Development Office	
Municipal Environment and Natural Resources Office	- (044) 950-9214
Disaster Risk Reduction and Management Office	- (044) 958-6920
Cuyapo PNP Chief	- 0927-961-3417
Cuyapo Fire Station	- (044) 608-7996
Commission on Audit (Cuyapo)	- (044) 950-5962

Email: LGUCuyapo2016@gmail.com; Official Website: cuyapo.gov.ph

Anti-Red Tape Act of 2007 (ARTA)