



1. ISSUANCE OF CERTIFICATIONS/ENDORSEMENT (CERTIFICATE OF APPEARANCE, CERTIFICATION FOR BRGY. TANOD, CERTIFICATION FOR POSTING OF CASES ON MUNICIPAL BULLETIN BOARD, CERTIFICATION FOR PNP ENLISTMENT, ENDORSEMENT FOR PROVISION OF BLOOD BAG FROM RED CROSS)

Ang mga katibayang ito ay ibinibigay sa mga residenteng humihiling nito bilang kapupunan sa mga kinakailangan nilang dokumento para sa mga pansibikong benepisyo.

Office or Division:	Office of the Municipal Administrator			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	For Certificate of Appearance and Posting: All For Certification of Deceased Brgy. Tanod: Citizens of Guiguinto (Family Member of the deceased Brgy. Tanod) For Certification for PNP Enlistment and Endorsement to Red Cross: Citizens of Guiguinto			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CERTIFICATE OF APPEARANCE:				
1. Valid Company/Agency/School ID (1 original)		Affiliated company/agency/school		
CERTIFICATION FOR DECEASED BRGY. TANOD:				
1. Barangay Certification with indicated period of service of the deceased Brgy. Tanod (1 original copy & 1 photocopy)		Tanggapan ng Punong Barangay		
2. Death Certificate (1 original copy & 1 photocopy)		Office of the Municipal Civil Registrar		
3. DILG Certification with indicated period of service of the deceased Brgy. Tanod (1 original copy & 1 photocopy)		Office of the Municipal Local Government Operations Officer		
CERTIFICATION FOR POSTING OF CASES ON MUNICIPAL BULLETIN BOARD:				
1. Letter of request (1 original copy)		Requesting company/person		
CERTIFICATION FOR PNP ENLISTMENT:				
1. Valid Barangay Clearance (1 original & 1 photocopy)		Tanggapan ng Punong Barangay		
2. Valid ID (1 original & 1 photocopy)		Any government agencies		
3. Mayor's Clearance (1 original & 1 photocopy)		Public Employment Service Office		
4. Letter of request (1 original copy)		Requesting company/person		
ENDORSEMENT FOR PROVISION OF BLOOD BAG FROM RED CROSS:				
1. Valid Barangay Clearance (1 original copy)		Tanggapan ng Punong Barangay		
2. Request Form		Affiliated Hospital		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Itala ang pangalan sa Visitor's Logbook	1. Gabayan ang kliyente sa pagtatala nito sa Visitor's Logbook	Wala	2 minuto	Clerk Administrator's Office
2. Isumite ang mga kinakailangang dokumento	2. Tanggapin at iberipika ang mga isinumiteng dokumento	Wala	2 minuto	Clerk Administrator's Office
	2.1. Ihanda ang kaukulang dokumento	Wala	2 minuto	Administrative Officer I Administrator's Office
	2.2. Aprubahan ang dokumentong inihanda	Wala	3 minuto	Municipal Mayor Mayor's Office at Municipal Administrator Mayor's Office





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3. Tanggapin ang Certification	3. I-isyu ang Certification at ibalik ang mga orihinal na dokumento sa kliyente	Wala	2 minuto	Clerk Administrator's Office
TOTAL		Wala	11 minuto	





2. SUBMISSION OF REQUIREMENTS FOR RETIREMENT BENEFITS UNDER MUNICIPAL ORDINANCE NO. 305 SERIES OF 2019

Ito ay ibinibigay sa mga retiradong residente na nagsilbi bilang Barangay Health Worker, Mother Leader, Lingkod Lingap sa Nayon, Day Care Workers and Aides, at Barangay Training and Employment Coordinator.

Office or Division:	Office of the Municipal Administrator			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Citizens of Guiguinto			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Barangay Clearance (1 original copy)		Tanggapan ng Punong Barangay		
2. Barangay Certification of Service (1 original copy)		Tanggapan ng Punong Barangay		
3. Certification of Service (1 original copy)		For BHW - Municipal Health Office For Mother Leader and LLN - Municipal Nutrition Office For BTEC - Public Employment and Services Office For Day Care Workers and Aides - Municipal Social Welfare and Development Office		
4. Resume/Biodata/Personal Data Sheet (1 original copy)		Retiree		
5. Valid ID (1 original & 1 photocopy)		Any government agencies		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang mga kinakailangang dokumento	1. Tanggapin at iberipika ang mga isinumiteng dokumento	Wala	5 minuto	Public Relation Officer / Legal Office
TOTAL		Wala	5 minuto	





3. HANDLING OF COMPLAINTS

Ito ay proseso ng pagresolba sa mga problemang nababatid ng mga nagmamalasakit na mamamayan.

Office or Division:	Office of the Municipal Administrator			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter or any Document (1 original copy)		Sending person/institution		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang kinakailangang dokumento	1. Tanggapin ang dokumento	Wala	1 minuto	<i>Clerk</i> Administrator's Office
	1.1. Itala ang dokumento sa Complaint Monitoring Sheet	Wala	2 minuto	<i>Administrative Officer II</i> Administrator's Office
	1.2. I-analisa ang dokumento at bigyan ng aksyon	Wala	5 minuto	<i>Municipal Administrator</i> Mayor's Office
	1.3. Ibigay sa nararapat na Tanggapan ang dokumento para sa pagsasagawa ng aksyon	Wala	2 minuto	<i>Administrative Officer II</i> Administrator's Office
	1.4. Bigyan ng aksyon ang inilapit na complaint	Wala	3 araw	<i>Head</i> Concerned Office/Department
2. Maghintay ng kasagutan sa inilapit na complaint	2. Ipaalam sa complainant ang aksyon sa inilapit niyang complaint	Wala	1 minuto	<i>Clerk</i> Administrator's Office
TOTAL		Wala	3 araw at 11 na minuto	

Prepared by:

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Noted by:

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Approved by:

ATTY. AGATHA PAULA A. CRUZ
Municipal Mayor

