



# **MUNICIPAL GOVERNMENT OF DIPACULAO**

## **CITIZEN'S CHARTER**

F.Y. 2023



**Mandate:**

To serve primarily as a general-purpose government for the coordination and delivery of basic, regular and delivery of effective governance of the inhabitants within its territorial jurisdiction.

**Vision:**

Eco-tourism and business-friendly hub in the Province with vibrant and sustainable economy inhabited by culturally diverse, disaster resilient, safe, peaceful, healthy and empowered citizenry under a leadership that is transparent and responsive to support desired development.

**Mission:**

To instill in every community member of Dipaculao the spirit of unity and cooperation and encouraging them to become more empowered and proactive in all development endeavors by harnessing public-private partnership onwards the realization of a more economically aggressive and investment-oriented local government.



## **SERVICE PLEGE:**

We, the officials and employees of the Municipal Government of Dipaculao, Aurora, do hereby pledge our firm commitment to perform our duties and functions with the goals to:

**D**eliver services to the people with respect, proficiency, ease and immediacy to their satisfaction;

**I**nitiate public service that is truly God-centered, customer-oriented and efficiency-driven;

**P**ractise constantly the sense of honesty, transparency, loyalty and dedication in our work and gain the trust and confidence of the people;

**A**nnihilate every thought of self, thereby giving first priority to the needs of the inhabitants/constituents.

**C**ultivate the foster good working relationship with other human resources in each office so as to create an atmosphere of friendliness among us that will lead to an easy and smooth flow of business transaction.

**U**nite in the pursuit of common goal of development and prosperity in our community regardless of position, economic status, religious and political affiliation, cultural and ethnic differences.

**L**ove and value our job no matter how low or high our position is and give the best of our skills and abilities;

**A**spire for greater achievements that will bring glory and pride to our community; and

**O**btain a well-acclaimed municipality which is worthy of emulation when it comes to excellent delivery of services by efficient and dedicated public servants



## LIST OF SERVICES

### MUNICIPAL HEALTH OFFICE

#### External Services

1. Issuance of Death Certificate
2. Issuance of Sanitary Permit
3. Issuance of Health Certificate
4. Issuance of Burial Transfer Permit
5. Issuance of Medical Certificate
6. Issuance of Post Mortem Examination Report (Autopsy)
7. Issuance of Medico-Legal Certificate
8. Issuance of Dental Health Certificate



**OFFICE OF THE MUNICIPAL HEALTH OFFICER**  
**External Services**



## 1. Issuance of Death Certificate

A document issued by the Municipal Health Officer or other duly authorized government official using prescribed form certifying the death of a person.

<b>Office or Division:</b>		Municipal Health Center		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENTS STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Local Civil Registrar for processing of Death Certificate Form	1. Advise client to proceed to Local Civil Registrar for processing of death certificate form	None		<i>Local Civil Registrar</i> Civil Registry Office
2. Pay the required fees at the Municipal Treasury Office	2. Check the Official Receipt	None		<i>Revenue Collection Clerk</i> Municipal Treasury Office
3. Proceed to Municipal Health Officer and supply data as to cause of death	3. Fill up the Death Certificate Form	None	3 minutes	<i>Municipal Health Officer</i> Municipal Health Office
4. Wait for release of Death Certificate	4. Issue the Death Certificate to the client	None	2 minutes	<i>Municipal Health Officer</i> Municipal Health Office
<b>TOTAL:</b>		None	5 minutes	



## 2. Issuance of Sanitary Permit

The permission or certification in writing of the Municipal Health Officer or the Rural Sanitary Inspector that the establishment complete with the existing sanitation requirement upon evaluation and inspection in accordance with PD 522, 856 and local ordinance.

<b>Office or Division</b>	Municipal Health Center			
<b>Classification</b>	Simple			
<b>Type of transaction</b>	G2C-Government to client			
<b>Who may avail</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE:</b>	
Official Receipt for Sanitary Permit			Municipal Treasury Office	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register at Electronic Medical Record	1. Assist in logging to record book	None	2 minutes	<i>Health Midwife/ PHN</i> Municipal Health Office
2. Pay the required fees at the Municipal Treasury Office	2. Check the Official Receipt	See table Fees for sanitary inspection		<i>Revenue Collection Clerk</i> Municipal Treasury Office
3. Submit the required documents	3. Check the accuracy and completeness of requirements	None	2 minutes	<i>Municipal Sanitary Inspector</i> Municipal Health Office
4. Wait for release of Sanitary Permit	4. Issue the Sanitary Permit to the client	None	1 minute	<i>Municipal Sanitary Inspector</i> Municipal Health Office
<b>TOTAL:</b>			5 minutes	



<b>SANITARY INSPECTION FEE</b>		
<b>ESTABLISHMENTS</b>		<b>AMOUNT OF FEE</b>
a.	On establishment engaged in the manufacture of foods and essential commodities	P 600.00
b.	On establishment rendering or offering or offering to render services	P 500.00
c.	On banks and financial institutions	P 1,000.00
d.	On retailers	P 300.00
e.	Gasoline services and filling stations, LPG Filling stations and related establishments	P 1,000.00
f.	Ambulant peddlers, street food trade and related business	P 200.00
g.	Water refilling stations and other related business	P 500.00
h.	Funeral parlors	P 1,000.00
i.	Piggery, hatchery, poultry and other related business	P 500.00
j.	Public eating places such as restaurants, refreshments, parlor, carinderia, canteens, sari-sari store	P 500.00
k.	On call establishments whose operation requiring a Mayor's Permit	P 500.00





### 3. Issuance of Health Certificate

A certification in writing issued by the Municipal Health Officer using the prescribed form to a person for employment, enrolment and other related services after passing the required physical and medical examination and immunization.

<b>Office or Division</b>		Municipal Health Center		
<b>Classification</b>		Simple		
<b>Type of transaction</b>		Government to Citizen		
<b>Who may avail</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Official Receipt for Health Certificate Official Receipt for laboratory (optional)			Municipal Treasury Office	
<b>CLIENTS STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register at Electronic Medical Record	1. Assist in logging to record book	None	2 minutes	<i>Rural Health Mid-wife/ PHN</i> Municipal Health Office
2. Pay the required fees at the Municipal Treasury Office	2. Check the Official Receipt	Health Certificate: PHP 200.00		<i>Revenue Collection Clerk</i> Municipal Treasury Office
3. Proceed to the physician for assessment and physical examination	3. Examine the patient	None	2 minutes	<i>Municipal Health Officer</i> Municipal Health Office
4. Proceed to the laboratory section and present the OR for laboratory fees (optional)	4. Perform the requested Laboratory Procedure	None	45 minutes	<i>Medical Technologist</i> Municipal Health Office



CLIENTS STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Present Lab Result to Municipal Health Officer	5. Assess Lab Result	None	5 minutes	<i>Municipal Health Officer</i> Municipal Health Office
6. Claim Health Certificate	6. Issue the Health Certificate to the client	None	1 minute	<i>Public Health Nurse</i> Municipal Health Office
<b>TOTAL:</b>		PHP 200.00	55 minutes	

#### 4. Issuance of Burial Transfer Permit

This document is issued to relatives of dead person for interment of his/ her remains in a grave or tomb for transfer to any municipality, cemetery, memorial park or any place duly authorized by the law for permanent disposal of the dead person.

<b>Office or Division</b>	Municipal Health Center			
<b>Classification</b>	Simple			
<b>Type of transaction</b>	Government to client			
<b>Who may avail</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Receipt for Burial Transfer Permit		Municipal Treasury Office		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Receipt for Burial Transfer Permit		Municipal Treasury Office		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at logbook and state request	1. Assist in logging at record book and issue Order Of payment	None	2 minutes	<i>Rural Health Midwife/ PHN</i> Municipal Health Office



CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the required fees at the Municipal Treasury Office	2. Check the Official Receipt	Burial Transfer Permit Fee: PHP 500.00		<i>Revenue Collection Clerk</i> Municipal Treasury Office
3. Claim Burial Transfer Permit	3. Issue the Burial Transfer Permit to the client	None	3 minutes	<i>Public Health Nurse</i> Municipal Health Officer
<b>TOTAL:</b>		PHP 500.00	5 minutes	

## 5. Issuance of Medical Certificate

The medical certificate is issued to individual needing this document to certify that he/she is mentally and physically fit.

<b>Office or Division</b>	Municipal Health Center			
<b>Classification</b>	Simple			
<b>Type of transaction</b>	G2C-Government to client			
<b>Who may avail</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Official Receipt for Medical Certificate Official Receipt for laboratory (optional)			Municipal Treasury Office	
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at log-book and state request	1. Assist in logging at record book and issue Order Of payment	None	2 minutes	<i>Rural Health Midwife/ PHN</i> Municipal Health Office
2. Pay the required fees at the Municipal Treasury Office	2. Check the Official Receipt	Medical Certificate: PHP 200.00		<i>Revenue Collection Clerk</i> Municipal Treasury Office



CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceed to the physician for assessment and physical examination	3.Examine the patient	None	2 minutes	<i>Municipal Health Officer</i> Municipal Health Office
4.Proceed to the laboratory section and present the OR for laboratory fees (optional)	4.Perform the requested Laboratory Procedure	None	45 minutes	<i>Medical Technologist</i> Municipal Health Office
5.Present Lab Result to Municipal Health Officer	5. Assess Lab Result	None		<i>Municipal Health Officer</i> Municipal Health Office
6.Claim Health Certificate	6.Issue the Medical Certificate to the client	None	1 minute	<i>Public Health Nurse</i> Municipal Health Office
<b>TOTAL:</b>		PHP 200.00	50 minutes	

## 6. Issuance of Post Mortem Examination Report (Autopsy)

A post mortem examination report also known as autopsy is the examination of the body of a dead person and is performed primarily to determine the cause of death, to identify or characterize the extent of disease states that the person may have had or to determine whether a particular medical or surgical treatment has been effective.

<b>Office or Division</b>	Municipal Health Center
<b>Classification</b>	Simple
<b>Type of transaction</b>	G2C-Government to client
<b>Who may avail</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	
Official Receipt for Autopsy	Municipal Treasury Office



CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Register at logbook and state request	1.Assist in logging at record book and issue Order Of payment	None	2 minutes	<i>Rural Health Midwife/ PHN Municipal Health Office</i>
2. Pay the required fees at the Municipal Treasury Office	2. Check the Official Receipt	Autopsy Certificate: PHP 1,000.00		<i>Revenue Collection Clerk Municipal Treasury Office</i>
3.Claim Autopsy Report	3.Issue Autopsy Report	None	3 minutes	<i>Municipal Health Officer Municipal Health Office</i>
<b>TOTAL:</b>		PHP 1,000.00	5 Minutes	

## 7. Issuance of Medico-Legal Certificate

Medico Legal Certificate is a document prepared by a doctor in all medico legal case (injury and ailment) where attending doctor after taking history and clinical examination of the patient thinks that some investigation by law enforcing agencies are essential so as to fix responsibly regarding the case.

<b>Office or Division:</b>	Municipal Health Center
<b>Classification:</b>	Simple
<b>Type of transaction:</b>	G2C-Government to client
<b>Who may avail:</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	
Official Receipt for Medico- Legal Certificate	<b>WHERE TO SECURE</b> Municipal Treasury Office



CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Register at logbook and state request	1. Assist in logging at record book and issue Order Of payment	None	2 minutes	<i>Rural Health Midwife/ PHN</i> Municipal Health Office
2.Pay the required fees at the Municipal Treasury Office	2.Check the Official Receipt	See table below		<i>Revenue Collection Clerk</i> Municipal Treasury Office
3.Proceed to the physician for assessment and physical examination	3.Examine the patient	None	10 minutes	<i>Municipal Health Officer</i> Municipal Health Office
4.Claim Health Certificate	4.Issue the Medico-Legal Certificate to the patient	None	1 minute	<i>Public Health Nurse</i> Municipal Health Office
<b>TOTAL:</b>			13 Minutes	

MEDICO-LEGAL CERTIFICATE FEE		
1.	Slight Physical Injury	Php 500.00
2.	Less Serious	Php 600.00
3.	Serious Physical Injury	Php 800

## 8. Issuance of Dental Health Certificate

The dental health certificate is issued to transacting client/patient to provide him/her current oral health status, dental health problem and treatment given.

<b>Office or Division</b>	Municipal Health Center- Dental Section
<b>Classification</b>	Simple
<b>Type of transaction</b>	G2C-Government to Client
<b>Who may avail</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	
Official Receipt for Dental Health Certificate	Municipal Treasury Office



CLIENTS STEP	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Register at logbook and state request	1.Assist in logging at record book and issue Order Of payment	None	2 minutes	<i>Rural Health Midwife/ PHN</i> Municipal Health Office
2.Pay the re-quired fees at the Municipal Treasury Office	2.Check the Official Receipt	Dental Certificate: PHP 100.00		<i>Public Dentist</i> Municipal Health Office
3.Proceed to the Dentist for assessment and dental examination	3.Examine the patient	None	2 minutes	<i>Public Dentist</i> Municipal Health Office
4.Claim Dental Certificate	4.Issue the Dental Certificate to the patient	None	1 minute	<i>Public Dentist</i> Municipal Health Office
<b>TOTAL:</b>		PHP 100.00	5 minutes	