



MUNICIPALITY OF TUBIGON

**CITIZEN'S
CHARTER**





**MUNICIPAL HEALTH
OFFICE**
ADMINISTRATIVE SERVICES





1. AVAILING OF OUTPATIENT CONSULTATION

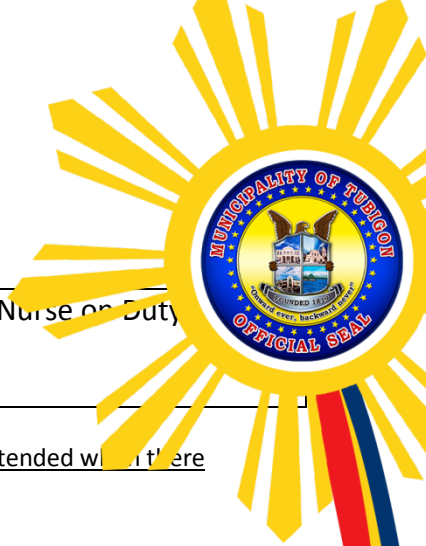
About the Service: The purpose of this service is to diagnose and treat illnesses and give appropriate medical services.

Schedule of Availability of Service:

Monday-Friday 8:00 a.m. – 5:00 p.m. without noon break

HOW TO AVAIL OF THE SERVICE:

Office or Division:		MUNICIPAL HEALTH OFFICE			
Classification:		SIMPLE			
Type of Transaction:		G2G-Government to Government			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. For Philhealth Patient—Member Data Record (MDR) 2. Referral Slip 3. ECCD Card for (0-5YRS.OLD) 4. Individual Treatment Record			MUNICIPAL HEALTH OFFICE		
Step	Client	Agency Action	Fees To be Paid	It will take you	Person Responsible
1	Go to Health staff on duty for Admitting Outpatient Consultation	Health Staff on Duty asks client’s reason for consultation and writes client’s data on the Individual Treatment Record (ITR)	(None)	10 min.	Health Staff on Duty
2	Approach Health staff on duty for your medical Assessment	Health Staff on Duty will take medical history of patient. Get vital signs and records in the individual Treatment Record Form (ITR). Then, he/she refers the patient to the physicians on duty.	(None)	5 mins.	Health Staff on Duty
3	Approach the Medical Officer / Physician for your Examination	Physician on Duty : 1. Examines patient 2. Prescribes appropriate medicine and gives medical advice. 3. Refers patient to assigned personnel for issuance of medicine. 4. If hospitalization is required, fill-up referral form to the hospital or choice.	(None)	10 mins.	Dr. Bob Bernabe P. Batausa Municipal Health Officer/ Physician in charge



4	Carry out Doctor's Order	1. Dispensing of Medicines 2. Counseling	(None)	5 mins.	Nurse on Duty
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Note: PPRF forms are available at the PACD table free of charge.

The 30-minute processing time is for one client being served at one time. The time is extended when there are two or more clients.

2. AVAILING OF IMMUNIZATION SERVICES (BCG)

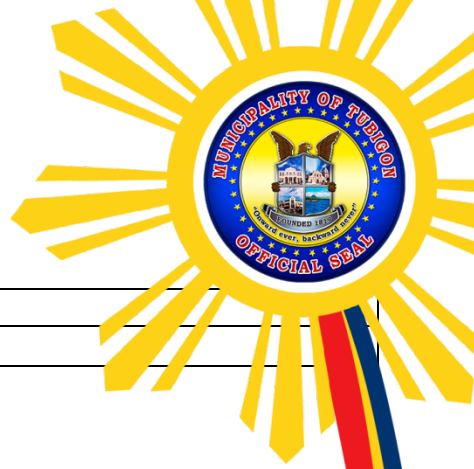
About the Service: To Prevent Acquisition Of Diseases.

Schedule of Availability of Service:

Every Wednesday 8:00 a.m. – 5:00 p.m. without noon break

HOW TO AVAIL OF THE SERVICE:

Office or Division:		MUNICIPAL HEALTH OFFICE			
Classification:		SIMPLE			
Type of Transaction:		G2C – for Government Services whose client is the transacting public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1.ECCD Card for (0-5YRS.OLD)			Tubigon Birthing Center/ Barangay Health Center		
Step	Client	Agency Action	Fees To be Paid	It will take you	Person Responsible
1	Go to the Midwife on Duty for Enlistment/ Registration	The MHO Staff shall enlist all patients of a first come first serve basis. Prepare record for new clients and retrieve/update record for existing clients	(None)	2 mins.	Midwife on duty
2	Approach the Midwife on duty/ Health staff for Vital signs taking	Babies' data/record are updated such as weight, height, temperature, etc.	(None)	5 mins.	Midwife on duty
3	Approach the Midwife on Duty for your child Immunization	A Registered Health Worker/ Midwife shall administer the immunization	(None)	3 mins.	Midwife on duty
4	Schedule of follow-up check-up	The Midwife/ Health Worker shall advice the companion of the baby when to return for the next immunization schedule to their designated BHS	(None)	5 mins.	Midwife on duty



Fill-out the Client Satisfaction Rating Form
END OF TRANSACTION

Note: The immunization service is provided by Barangay Health Centers

Note: PPRF forms are available at the PACD table free of charge.

The 15-minute processing time is for one client being served at one time. The time is extended when there are two or more clients.

3. AVAILING OF FAMILY PLANNING SERVICES

About the Service: Family planning service provides not only family planning commodities but also includes Basic Family Planning Education, Information on different Family Planning Methods as well as Family Planning Counseling to all women of reproductive age geared towards responsible parenthood.

Schedule of Availability of Service:

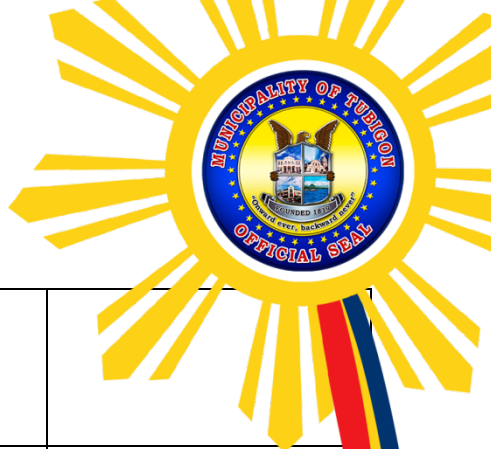
Monday-Friday 8:00 a.m. – 5:00 p.m. without noon break

IUD insertion and removal (Tubigon Birthing Center) – as they come

IMPLANT insertion and removal (Tubigon Birthing Center) – as they come

HOW TO AVAIL OF THE SERVICE:

Office or Division:			MUNICIPAL HEALTH OFFICE		
Classification:			SIMPLE		
Type of Transaction:			G2C – for Government Services whose client is the transacting public		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE	
1. For Philhealth Patient—Member Data Record (MDR)				Tubigon Birthing Center/ Barangay Health Center	
2. Family Planning Form 1					
Step	Client	Agency Action	Fees To be Paid	It will take you	Person Responsible
1	Go to the Midwife in Charge for interview and fill-up the Family Planning form.	The Midwife in Charge may interview the client for Family Planning Benefits and ask to fill-up the Family Planning form.	(None)	5 mins.	Midwife in Charge
2	Approach the Midwife for Vital signs taking	Get the vital signs of client. Conduct initial Rural Health Midwife physical examination before referring to the physician.	(None)	3 mins.	Midwife in Charge
3	Listen to Midwife in Charge for Family Planning Counseling	The Midwife in Charge will assess the client, counsel the client on the family planning methods available.	(None)	10 mins.	Midwife in Charge
4	Choose what type of family planning will you avail and Listen to the	Orient the client on the family planning method selected.	(None)	5 min.	Midwife in Charge



	Midwife in charge for family planning orientation				
5	Schedule of follow-up check-up	Remind the client on the regular follow-up	(None)	2 min.	Midwife in Charge

Fill-out the Client Satisfaction Rating Form

END OF TRANSACTION

Note: PPRF forms are available at the PACD table free of charge.

The 25-minute processing time is for one client being served at one time. The time is extended when there are two or more clients.

4. AVAILING OF LABORATORY EXAMINATIONS

About the Service: The Municipal Health Office provides laboratory services to every constituents of the municipality. The objectives of this service are to aid the clinician in arriving to a proper diagnosis.

Schedule of Availability of Service: Monday-Friday 8:00 a.m. – 5:00 p.m. without noon break

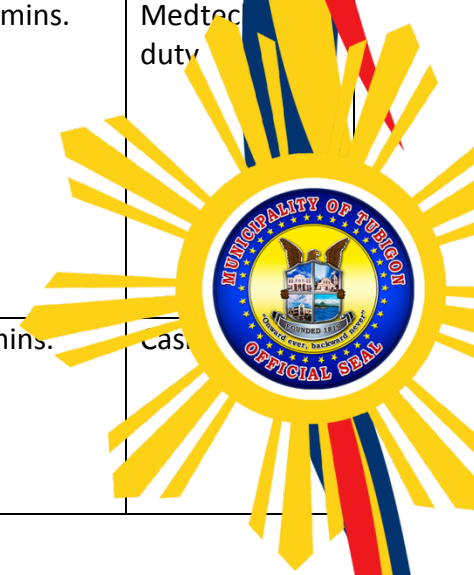
Duration: 30 to 60 minutes

Extraction time: Urine/stool: 10-15 minutes; Hgb/Hct: 5-10 minutes; Blood Typing: 3-5 minutes; CBC: 10-20 minutes (per sked); Sputum exam: 20-30 minutes; Slit-Skin-Smear: 1 hour.

Scheduled Release of Result: Urine/stool: 5-10 minutes Hgb/Hct: 5-10 minutes Blood Typing: 3-5 minutes Sputum: Food handler’s (Following day), Presumptive TB (turn around time 2 days); Slit-Skin-Smear: 1 hour.

HOW TO AVAIL OF THE SERVICE:

Office or Division:		MUNICIPAL HEALTH OFFICE			
Classification:		SIMPLE			
Type of Transaction:		G2C – for Government Services whose clients are the transacting public			
CHECKLIST OF REQUIREMENTS					
		WHERE TO SECURE			
		Municipal Health Office			
1. For Philhealth Patient—Member Data Record (MDR) 2. Individual Treatment Record 3. Laboratory Request from the Physician					
Step	Client	Agency Action	Fees To be Paid	It will take you	Person Responsible For
1	Go to the medical technologies and present your laboratory request	Register the client in the logbook. Ask for the laboratory request and instruct client on getting the specimen properly.		10 mins.	Medical Technology
2	Pay fees at the cashier	The cashier will release receipt for payment	Hemoglobin—P25.00 Platelet Count—P25.00 Complete Blood Count—P75.00 Routine Urinalysis—	3 mins.	Cashier



			P50.00 Stool exam—P50.00 Blood Typing—P100.00 Sputum: Food Handler's—P50.00 Presumptive TB—Free Slit-skin-smear—Free		
3	Submit the specimen to the laboratory room for examination of medical technology	Submit/Extract Specimen E. 1. Identify properly the specimen; 2. Prepare and read specimen.	(None)	See extraction time	Medtech on duty
4	Get the laboratory result	The Medtech will release the result on the scheduled time	(None)	See result scheduled time	Medtech on duty
Fill-out the Client Satisfaction Rating Form					
END OF TRANSACTION					

Note: PPRF forms are available at the PACD table free of charge.

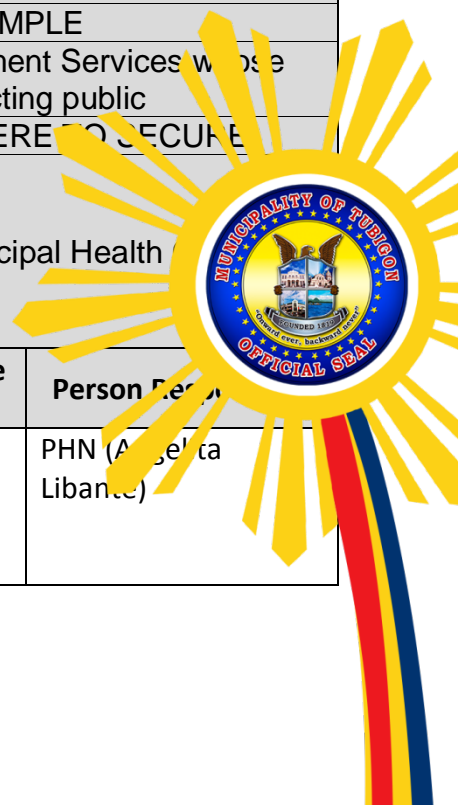
The 25-minute processing time is for one client being served at one time. The time is extended when there are two or more clients.

5. AVAILING OF ANTI-TUBERCULOSIS DRUGS

About the Service: Tuberculosis has burdened the country for so many years .presently, it is still a major health hazard .The Municipal Health Office manages an anti-tuberculosis program. It is geared toward preventing and controlling the spread/transmission of tuberculosis (TB) in the community. the main objective is to identify and treats patients with TB by providing anti-tuberculosis medication for free using the DOTS.

Schedule of Availability of Service: Monday-Friday 8:00 a.m. – 5:00 p.m. without noon break
HOW TO AVAIL OF THE SERVICE:

Office or Division:		MUNICIPAL HEALTH OFFICE			
Classification:		SIMPLE			
Type of Transaction:		G2C – for Government Services whose client is the transacting public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. For Philhealth Patient—Member Data Record (MDR) 2. Referral slips 3. Individual Treatment Record 4. Laboratory Results (Sputum, Chest X-ray and other related laboratory results)			Municipal Health		
Step	Client	Agency Action	Fees To be Paid	It will take you	Person Responsible
1	Approach Public Health Nurse for Assessment	Enrollment of Patient a. Assess patient if eligible as National Tuberculosis Program (NTP) beneficiary	None	30 mins. to 1 hr.	PHN (Angelica Libante)



		b. If not eligible, proceed to Chest X-Ray for other categories of treatment c. If eligible, enroll patient and issue NTP identification card d. Give patient info-education about TB Disease and Control and the Importance of the Directly Observed Treatment (DOTS) for Short Course with his/her treatment partner e. Refer the client to the physician if there is other medical complaint related to his/her condition. f. if not, proceed initial TB drug supply to treatment partner g. Inform patient about the follow-up sputum examination schedule.			
Fill-out the Client Satisfaction Rating Form					
END OF TRANSACTION					

Note: PPRF forms are available at the PACD table free of charge.

The 25-minute processing time is for one client being served at one time. The time is extended when there are two or more clients.

6. AVAILING OF MATERNAL HEALTH SERVICES

About the Service: The Municipal Health Office ensures safe motherhood and deliveries to healthy babies at health facilities.

Schedule of Availability of Service: EVERYDAY 24/7

Who May Avail of the Service: All pregnant women about to give birth

What are the Requirements: Referral Slip, Home-based Maternal Record (HBMR), Laboratory Results

Duration: Varies to several hours

HOW TO AVAIL OF THE SERVICE:

Office or Division:		MUNICIPAL HEALTH OFFICE			
Classification:		SIMPLE			
Type of Transaction:		G2C – for Government Service whose client is the transacting public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. For Philhealth Patient—Member Data Record (MDR) 2. Referral slips 3. Home-based Maternal Record (HBMR) 4. Laboratory Results (U/A, cbc and other related laboratory results)		Municipal Health Office			
Step	Client	Agency Action	Fees To be Paid	It will take you	Person Responsible
1	Go to the Midwife	Get maternal record.	(None)	2 mins.	Birthing Staff/



	on duty for admission and medical record	Accomplish the HBMR of the mother/birth plan form.			Midwife on duty
2	Vital signs taking	Check for the vital signs of the mother to determine the risk factor.	(None)	5 mins.	Birthing Staff/ Midwife on duty
3	Labor Watch	The midwife on duty will do labor watch If no progress of labor, refer to higher facility	(None)	Varies to several hours	Birthing Staff/ Midwife on duty
4	Delivery of Baby	The midwife on duty will do newborn care and postpartum care If there is delivery complication refer to higher facility	Normal Spontaneous Deliveries—P 1,000 (Office Hours) P1,500 (during Saturdays, Sundays & holidays) except indigent clients	Varies to several hours	Birthing Staff/ Midwife on duty
5	Newborn Screening of Newborn Baby	The medtech will perform newborn screening to newborn baby	Non-Philhealth P 550.00 P 1,500.00 (P950.00 excess payment for Philhealth members)	Varies to several hours	Medtech on duty/ Midwife trained on NBS
6	Discharge at the birthing home and receive medicines and post discharge instructions	Discharge the patient with take home medicines and post discharge instructions		Varies to several hours	Birthing Staff/ Midwife on duty

Note: PPRF forms are available at the PACD table free of charge.

The 25-minute processing time is for one client being served at one time. The time is extended when there are two or more clients.

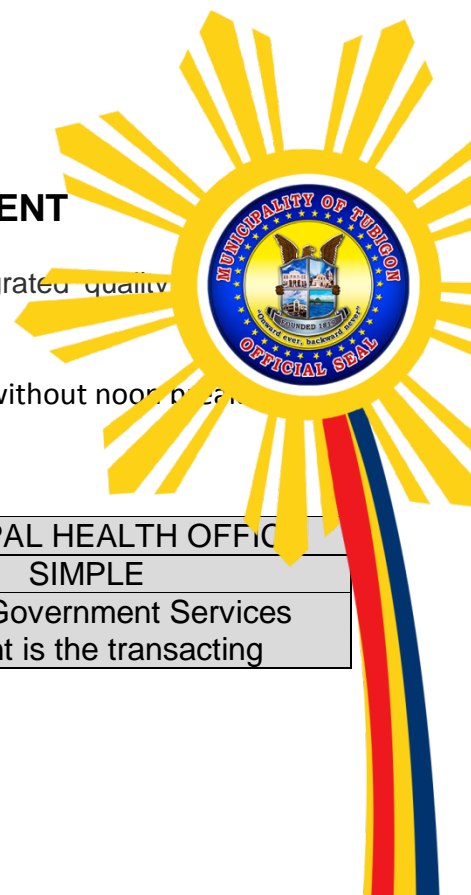
7. AVAILING OF LEPROSY EXAMINATION/TREATMENT

About the Service: To ensure the provision of a comprehensive, integrated quality services at all levels of health care

Schedule of Availability of Service: Monday-Friday 8:00 a.m. – 5:00 p.m. without noon break

HOW TO AVAIL OF THE SERVICE:

Office or Division:	MUNICIPAL HEALTH OFFICE
Classification:	SIMPLE
Type of Transaction:	G2C – for Government Services whose client is the transacting



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. For Philhealth Patient—Member Data Record (MDR) 2. Referral slips 3. Laboratory Results			Municipal Health Office		
Step	Client	Agency Action	Fees To be Paid	It will take you	Person Responsible
1	Approach Health staff on duty for your medical Assessment	Health Staff on Duty will take medical history of patient. Get vital signs and records in the individual Treatment Record Form (ITR). Then, he/she refers the patient to the physicians on duty.	(None)	5 mins.	Health Staff on Duty
2	Approach the Medical Officer / Physician for your Examination	Physician on Duty : 1. Examines patient 2. Refers patient for skin-slit - smear to medtech	(None)	10 mins.	Dr. Bob Bernabe P. Batausa Municipal Health Officer
3	Go to laboratory room for skin slit smear	The medtech will perform skin slit smear If positive refer to PHN for treatment If negative refer back to physicians on duty.	(None)	10 mins.	Medtech on duty
4	Approach PHN for treatment if positive.	The PHN will do counseling and give medicines for treatment	(None)	30mins.	PHN (Angelita P. Libante)
	If negative, go to the physician on duty for further consultation.	The physician on duty will conduct further consultation for patients with negative results on laboratory examination.	(None)	30mins.	Dr. Bob Bernabe P. Batausa Municipal Health Officer

Note: PPRF forms are available at the PACD table free of charge.

The 50-minute processing time is for one client being served at one time. The time is extended when there are two or more clients.

8. AVAILING OF ANIMAL BITE TREATMENT

About the Service: To ensure the provision of first aid measures taken if a person is bitten by an animal. Medical care should be sought in case the person bitten needs a tetanus shot or rabies exposure treatment.

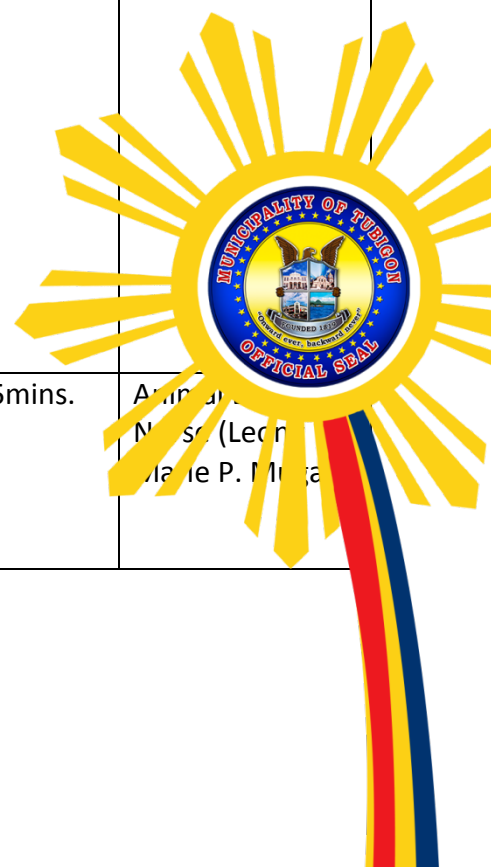


Schedule of Availability of Service: Monday and Thursday 8:00 a.m. – 5:00 p.m. without noon break

HOW TO AVAIL OF THE SERVICE:

Office or Division:		MUNICIPAL HEALTH OFFICE			
Classification:		SIMPLE			
Type of Transaction:		G2C – for Government Services whose client is the transacting public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. For Philhealth Patient—Member Data Record (MDR) 2. Referral slips 3. Individual Treatment Record		Municipal Health Office			
Step	Client	Agency Action	Fees To be Paid	It will take you	Person Responsible
1	Approach Health staff on duty for your medical record and Assessment	Health Staff on Duty will take medical history of patient. Get vital signs and records in the individual Treatment Record Form (ITR). Then, he/she refers the patient to the physicians on duty.	(None)	15mins.	Health Staff on Duty
2	Approach the Medical Officer / Physician for your Categorization	Physician on Duty : 1. Examines patient 2. Categorized the animal bite victim	(None)	25mins.	Dr. Bob Bernabe P. Batausa Municipal Health Officer
3	Go to nurse for vaccination	For category 2—the nurse will interview and do vaccination For category 3—the nurse will perform skin testing for allergy If negative for skin testing, the nurse will do category 3 vaccination	OUT OF POCKET FEES 1. The animal bite victim/owner of the animal should buy their own tetanus toxoid at any pharmacy 2. some category 3 will buy additional anti-rabies serum (equirab) at any pharmacy	20-45 mins.	Animal Bite Nurse (Leony Marie P. Muga)
4	Instructions given for schedule and follow-up vaccination	The nurse will schedule for the follow-up vaccination	(None)	5mins.	Animal Bite Nurse (Leony Marie P. Muga)

Note: PPRF forms are available at the PACD table free of charge.



The 30 minutes to 1 hour processing time is for one client being served at one time. The time is extended when there are two or more clients.

9. AVAILING OF COUNSELING ON NUTRITION

About the Service: To Nutrition Office are committed to provide the highest possible service performance and pledge to achieve well nourished individuals.

Schedule of Availability of Service: Monday-Friday 8:00 a.m. – 5:00 p.m. without noon break

HOW TO AVAIL OF THE SERVICE:

Office or Division:			MUNICIPAL HEALTH OFFICE		
Classification:			SIMPLE		
Type of Transaction:			G2C – for Government Services whose client is the transacting public		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1 Individual Treatment Record 2. ECCD Card (0-5 years old)			Municipal Health Office		
Step	Client	Agency Action	Fees To be Paid	It will take you	Person Responsible
1	Approach Health staff on duty for your medical record and nutrition Assessment	Health Staff on Duty will take weight and height and records in the individual Treatment Record Form (ITR). Then, he/she refers the patient to the nutritionist-dietitian	(None)	7 mins.	Health Staff on Duty
2	Approach the Nutritionist-Dietitian for nutrition Counseling	The Nutritionist-Dietitian will do counseling to malnourished individuals	(None)	30-45 mins.	JOANNA FAYE OBDULIA B. RESERVA (Nutritionist-Dietitian)
3	Wait for schedule and follow-up of nutrition assessment for rehabilitation	The Nutritionist-Dietitian will schedule the next follow-up visit for nutrition assessment and receives diet plan (adult client), Treatment Card (SAM and MAM client)	(None)	5mins.	JOANNA FAYE OBDULIA B. RESERVA (Nutritionist-Dietitian)

Note: PPRF forms are available at the PACD table free of charge.

The 45 minutes to 1 hour processing time is for one client being served at one time. The time is extended when there are two or more clients.

10. PROVIDE PRENATAL EXAMINATION

About the Service: To provide regular check-ups that allow doctors or midwives to treat and prevent potential health problems throughout the course of the pregnancy and to promote healthy lifestyles that benefit both mother and child..

Schedule of Availability of Service:



Monday-Friday 8:00 a.m. – 5:00 p.m. without noon break

HOW TO AVAIL OF THE SERVICE:

Office or Division:		MUNICIPAL HEALTH OFFICE			
Classification:		SIMPLE			
Type of Transaction:		G2C – for Government Services whose client is the transacting public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1 Home-based Maternal Record (HBMR) 2. Laboratory Results		Tubigon Birthing Center/ Barangay Health Center			
Step	Client	Agency Action	Fees To be Paid	It will take you	Person Responsible
1	Provide the data being asked	Accomplish the Home-Based Mother Record	(None)	5 mins.	Midwife on Duty
2	Undergo the physical examination	Record the vital signs and conduct physical examination	(None)	15 mins.	Midwife on Duty
3	Undergo the Pre-Natal Examination Health Education	Provide Pre-Natal Examination Health Education and available medicines	(None)	10 mins.	Midwife on Duty

Note: A pre-natal service at Birthing Center is for trimester of pregnancy only. Regular pre-natal examination for second trimester and below is examined by their respective Barangay Health Centers/ Stations.

-PPRF forms are available at the PACD table free of charge.

The 30 minutes to 1 hour processing time is for one client being served at one time. The time is extended when there are two or more clients.

11. ISSUANCE OF HEALTH RELATED CERTIFICATIONS

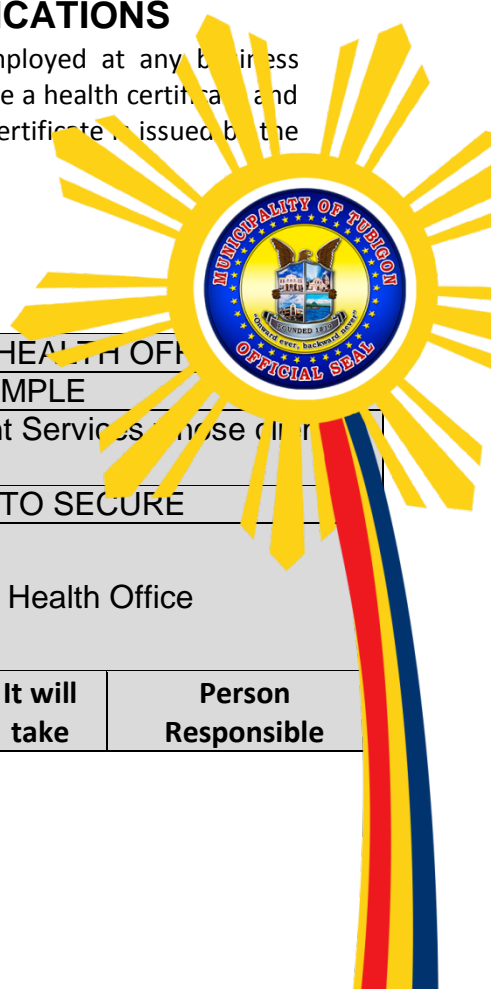
About the Service: To ensure optimum health, any person/individual employed at any business establishments that are operating within the municipality are required to secure a health certificate and concern citizen may request the burial transfer and exhumation permit. This certificate is issued by the Municipal Health Office.

Schedule of Availability of Service:

Monday-Friday 8:00 a.m. – 5:00 p.m. without noon break

HOW TO AVAIL OF THE SERVICE:

Office or Division:		MUNICIPAL HEALTH OFFICE			
Classification:		SIMPLE			
Type of Transaction:		G2C – for Government Services whose client is the transacting public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1 - Photocopy of death certificate (for Burial Transfer and Exhumation Permit) 2. Medical Certificate form (Teachers/other Offices: application of leave, SSS disability, etc.)		Municipal Health Office			
Step	Client	Agency Action	Fees To be Paid	It will take	Person Responsible



				you	
1	Present the requirements	Assess and validates the requirements	(None)	5 mins.	Health Staff on Duty Sanitary Inspector for transfer of cadaver (Anita Cañada)
2	Pay fees at the cashier For transfer of cadaver after payment proceed step no. 5 for issuance of permit	The cashier will release receipt for payment	Certification fee for Transfer of Cadaver— P 500.00 Driver's License—P50.00 Employment—P50.00 Student—P50.00 Other Purposes—P50.00	5 mins.	Cashier in charge
3	Approach the health staff for the vital signs taking	The health staff will get vital signs (Medical Certificate Issuance)	(None)	5 mins.	Health staff on duty
4	Go to Municipal Health Officer for medical check-up.	The Municipal health officer will conduct check-up and refer to health clerk for encoding diagnosis for Medical Certificate	(None)	10 mins.	Municipal Health Officer (DR. BOB BERNABE P. BATAUSA)
5	Issuance of Medical Certificate/ Permit to Transfer of Cadaver	The Medical Clerk will encode medical certificate/ permit to transfer of cadaver	(None)	5 mins.	Data Encoder (Jenelyn Pelegrino)

Note: PPRF forms are available at the PACD table free of charge.

The 15-30 minutes processing time is for one client being served at one time. The time is extended when there are two or more clients.

12. SECURING A HEALTH CERTIFICATE/CARD/PERMIT

About the Service: All business establishments operating within the municipality for public accommodation are required to secure a Sanitary permit pertaining to health and sanitation that are based on the Implementing Rules and Regulations stated in IRR of PD 856 and Municipal Resolution No. 2005-001. The permit can be obtained from the Municipal Health Office.

Schedule of Availability of Service:

Monday-Friday 8:00 a.m. – 5:00 p.m. without noon break

HOW TO AVAIL OF THE SERVICE:

Office or Division:	MUNICIPAL HEALTH OFFICE
Classification:	SIMPLE
Type of Transaction:	G2C – for Government Services whose client is the transacting public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Laboratory Results: Chest X-RAY, Sputum and Stool Exam	Municipal Health Office



Step	Client	Agency Action	Fees To be Paid	It will take you	Person Responsible
1	Approach the Sanitary Inspector for Validation of Requirements	Validation of submitted requirements Refer to physician if there is medical complications in his/her laboratory results	(None)	3 mins.	Sanitary Inspector (Anita Cañada)
2	Pay fees at the cashier	The cashier will release receipt for payment	Health Card Fee—P 10.00	2 mins.	Cashier
3	Wait for processing and Claim your Health Certificate/Card	The Sanitary Inspector will Log and Release the Health Certificate/Card	(None)	10 mins.	Sanitary Inspector (Anita Cañada)

Note: PPRF forms are available at the PACD table free of charge.

The 15 minutes processing time is for one client being served at one time. The time is extended when there are two or more clients.

13. FILLING OF SANITATION NUISANCE AND COMPLAINT

About the Service: The Sanitary nuisance and complaint ensures the investigation and treatment of various types of sanitary nuisances reported by citizens and other government agencies to the Municipal Health Office. This program investigates sanitary nuisances specifically related to food mishandling, water contamination, mosquito breeding and environmental odors hazardous to health.

Schedule of Availability of Service:

Monday-Friday 8:00 a.m. – 5:00 p.m. without noon break



HOW TO AVAIL OF THE SERVICE:

Office or Division:			MUNICIPAL HEALTH OFFICE		
Classification:			HIGHLY TECHNICAL		
Type of Transaction:			G2C – for Government Services whose client is the transacting public		
CHECKLIST OF REQUIREMENTS			WHERE TO SUBMIT		
1. Written Complaint			Municipal Health Office		
Step	Client	Agency Action	Fees To be Paid	It will take you	Person Responsible
1	Submit written complaint to sanitary inspector	Validation of submitted requirements Interview the complainant	(None)	15 mins.	Sanitary Inspector (Anita Cañada)
2	Wait for the schedule of inspection	The Sanitary Inspector will give schedule for inspection* Issuance of Sanitary Closure for the establishment once found violated upon inspection.	(None)	5 mins.	Sanitary Inspector (Anita Cañada)

Note: PPRF forms are available at the PACD table free of charge.

The 20 minutes processing time is for one client being served at one time. The time is extended when there are two or more clients.

*The schedule of inspection varies to the available date given by the sanitary inspector. Referral to Barangay Lupon for Legal Action if needed.