



**MUNICIPAL GOVERNMENT OF
REMEDIOS TRINIDAD ROMUALDEZ**

CITIZENS CHARTER

I. Mandate:

As envisioned by the Constitution of the Republic of the Philippines the Local Government of the Municipality of Remedios T. Romualdez, Agusan del Norte shall exert efforts embracing the standards on the selection, utilization, training and discipline of civil servants; that a public office is a public trust and public officers shall serve with the highest degree of responsibility, integrity, loyalty and efficiency and shall remain accountable to the people and adopt measures to promote morale and the highest degree of responsibility, integrity, loyalty, efficiency, and professionalism in the Civil Service.

II. Vision:

By 2026, the Municipality of RTR is the center for rice industry cluster of Agusan del Norte with productive and disaster resilient communities enjoying a progressive economy, safe and sustainable facilities governed by Godloving and results-oriented public servant.

With this vision statement, the constituents of RTR are foreseen to have sustainable sources of income to provide for the daily needs and wants of the family members, healthy as well as living harmoniously within their respective communities.

III. Mission:

Sustainable manage its God-given resources by providing opportunities to improve the living conditions of its constituents through creating and developing services and facilities leading towards a healthy, peaceful and disaster resilient municipal constituents.

Development Goals:

1. Conflict sensitive and peace promoting utilization of the land and forest resources of the municipality towards a workable, doable and gainful employment of the constituents;
2. Rehabilitation, conservation and protection of identified protected areas for biodiversity and renewal of the environment;
3. Suitable infrastructure support facilities adhering to the principle of safe and secured communities;
4. Resourceful communities that practiced participatory and transparency in local governance.

IV. Service Pledge:

We commit to:

- Advocate for the adoption of effective government practice for efficient government service delivery and prevention of graft and corruption;
- Capacitate government agencies to reengineer its systems and procedures to reduce processing time and regulatory burden for the transacting public;
- Promote the implementation of simplified requirements and procedures that will reduce red tape and expedite business and non-business related transaction in the government;



- Provide assistance to the public in filing and investigating complaints against government agencies and/or officials for non-compliance to R.A. 11032.
- 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.

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OFFICE OF THE MUNICIPAL MAYOR

EXTERNAL SERVICES

1. Business One Stop Shop

This service seeks to speed up the processing of permits of individuals operating business within the municipality.

Office or Division:	Office of the Municipal Mayor – Business Permits and Licensing Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Owners			
Who may avail:	All business owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Unified Form		BPLO Office		
• Community Tax Certificate (1 original)		Barangay Hall/ Municipal Treasury Office		
• Local Police clearance (1 original)		RTR MPS		
• Barangay Clearance		Barangay Hall/ MTO		
• Official Receipt		Municipal Treasurer's Office/ Barangay Treasury		
• DTI Certificate		DTI RTR		
• PhilHealth Insurance Form (Employee and Employer)		Philhealth Butuan/ RTR Municipal Hall during BOSS		
• SSS Registration (Employee and Employer)		SSS Butuan		
• Clearances		BFP, RHU, MEO, MENRO, Treasury		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to BOSS Business Permit Section, Secure application forms and other requirements and make clarificatory inquiries	1.1 Receive the required documents and check for completeness 1.2 Prepare Mayor's Clearance and other documents required	None	10 minutes	<i>BPLO-designate</i> Mayor's Office
2. Pay the required fees at the Municipal Treasury Office by showing the order of payment • Make sure to secure official receipt that	2.1 Accept the payment based on the order of payment	Business tax & other fees dependent on capitalization/ LGU-RTR Revenue Code of 2015	5 minutes	<i>Office Staff</i> Municipal Treasury Office <i>BPLO-designate</i> Mayor's Office

will be issued upon payment		Schedule of fees		
3. Receive official receipt	3.1 Issue the official receipt	None	5 minutes	<i>BPLO-designate Mayor's Office</i>
4. Return to the Mayor's Office for Municipal Mayor's Signature on the requested document/s	4.1 Assist client during the signing of the said clearance 4.2 Approval of Mayor's Clearance	None	1 day	<i>Municipal Mayor Mayor's Office</i>
5. Receive of requested document/s	5.1 Release of clearance duly signed by the Municipal Mayor 5.2 File copy of mayor's office	None	7 minutes	<i>BPLO-designate Mayor's Office</i>
Total:		Business tax & other fees dependent on capitalization/ LGU-RTR Revenue Code of 2015 Schedule of fees	1 day, 27 minutes	

2. Business Registration (New Applications)

This service is provided for the purpose of registering new business owners in this municipality.

Office or Division:	Office of the Municipal Mayor – Business Permits and Licensing Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Owners			
Who may avail:	All business owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Unified Form		BPLO Office		
• Community Tax Certificate (1 original)		Barangay Hall/ Municipal Treasury Office		
• Local Police clearance (1 original)		RTR MPS		
• Barangay Clearance		Barangay Hall/ MTO		
• Official Receipt		Municipal Treasurer’s Office/ Barangay Treasury		
• DTI Certificate		DTI RTR		
• PhilHealth Insurance Form (Employee and Employer)		Philhealth Butuan/ RTR Municipal Hall during BOSS		
• SSS Registration (Employee and Employer)		SSS Butuan		
• Clearances		BFP, RHU, MEO, MENRO, Treasury		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements and provides information	1.1 Calls the applicant; 1.2 Checks requirements 1.3 Encodes information 1.4 Requests applicant to validate information and affix signature	None	1 hour	<i>BPLO-designate</i> Mayor’s Office
2. Pays computed tax and fees	2.1 Calls the applicant; 2.2 Issues Official Receipts	Business tax & other fees dependent on capitalization/ LGU-RTR Revenue Code of 2015 Schedule of	1 hour	<i>Revenue Collection Clerk III</i> Municipal Treasury Office <i>Collection Clerk</i> BFP (Collection)

		fees		
3. Receives Business permit	3.1 Issues business permit and other permits/clearances	None	2 days	<i>BPLO-designate Mayor's Office</i>
Total:		Business tax & other fees dependent on capitalization/ LGU-RTR Revenue Code of 2015 Schedule of fees	2 Days, 2 hours	

**Note: Section 6. Municipal Mayor's Permit (b) 2. Total capital investment on the business – Municipality of Remedios T. Romualdez Revenue Code of 2015.*

3. Business Registration (Renewal)

Renewal of existing business is required to continue the operation for the ensuing calendar year.

Office or Division:	Office of the Municipal Mayor – Business Permits and Licensing Office			
Classification :	Simple			
Type of Transaction:	G2B – Government to Business Owners			
Who may avail:	All business owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Unified Form		BPLO Office		
• Community Tax Certificate (1 original)		Barangay Hall/ Municipal Treasury Office		
• Local Police clearance (1 original)		RTR MPS		
• Barangay Clearance		Barangay Hall/ MTO		
• Official Receipt		Municipal Treasurer’s Office/ Barangay Treasury		
• DTI Certificate		DTI RTR		
• PhilHealth Insurance Form (Employee and Employer)		Philhealth Butuan/ RTR Municipal Hall during BOSS		
• SSS Registration (Employee and Employer)		SSS Butuan		
• Clearances		BFP, RHU, MEO, MENRO, Treasury		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements and provides information	1.1 Calls the applicant; 1.2 Checks requirements; 1.3 Validates identity and compliance; 1.4 Requests applicant to validate information and affix signature	None	1 hour	<i>BPLO-designate</i> Mayor’s Office
2. Pays computed tax and fees	2.1 Calls the applicant; 2.2 Issues Official Receipts	Business tax & other fees dependent on capitalization/ LGU-RTR Revenue Code of	1 hour	<i>Revenue Collection Clerk III</i> Municipal Treasury Office <i>Collection Clerk</i> BFP (Collection)

		Schedule of fees		
3. Receives Business permit	3.1 Issues business permit and other permits/clearances	None	2 days	<i>BPLO-designate Mayor's Office</i>
Total:		Business tax & other fees dependent on capitalization/ LGU-RTR Revenue Code of	2 days, 2 hours	
		Schedule of fees		

**Note: Section 6. Municipal Mayor's Permit (b) 2. Total gross receipts during the preceding year and such other pertinent data which may from time to time be required – MGO-RTR Revenue Code of 2015.*

4. Application For Permit To Operate As Contractor/Sub-Contractor And Other Related Activities

A Special Permit is required to all Contractor/Sub-Contractor and other related activities prior to operation.

Office or Division:	Office of the Municipal Mayor – Business Permits and Licensing Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Owners			
Who may avail:	All business owners/Contractors/Sub-Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Original Barangay Clearance for Business 		Integrated at the BOSS		
<ul style="list-style-type: none"> DTI Registration for Single Proprietorship or Original SEC Registration for Corporation and Partnership 		DTI or Securities and Exchange Commission (SEC) Office		
<ul style="list-style-type: none"> Original Special Power of Attorney (if applicant is not connected to the owner of the business) 		Business Owner		
<ul style="list-style-type: none"> Authorization Letter (if applicant is an employee of the business establishment) 		Business Owner		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Provides information	1.1 Calls the applicant; 1.2 Checks requirements; 1.3 Validates identity; 1.4 Requests applicant to validate information and affix signature	None	1 hour	<i>BPLO-designate</i> Mayor's Office
2. Pays computed tax and fees	2.1 Calls the applicant; 2.2 Issues Official Receipts	Dependent on capitalization/ gross sales and other fees per LGU-RTR Revenue Code of _____ Schedule of fees	1 hour	<i>Revenue Collection Clerk III</i> Municipal Treasury Office
3. Receives Business	3.1 Issues business permit	None	2 days	<i>BPLO-designate</i> Mayor's Office

permit	and other permits/clearances			
Total:		Dependent on capitalization/ gross sales and other fees per LGU-RTR Revenue Code of _____		
		Schedule of fees		

**Note: Section 6. Municipal Mayor's Permit (b) 2. Total gross receipts during the preceding year and such other pertinent data which may from time to time be required – MGO-RTR Revenue Code of 2015.*

5. Application For Motorcade/Parade/Procession/Fun Run And Other Related Activities

A Special Permit issued to clients after paying the imposed fee for the certain activity requested.

Office or Division:	Office of the Municipal Mayor – Business Permits and Licensing Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Owners			
Who may avail:	All business owners/Contractors/Sub-Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of Intent Approved by the City Mayor 		Integrated at the BOSS		
<ul style="list-style-type: none"> Route Map 		RTR-MPS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provides information	1.1 Calls the applicant; 1.2 Checks requirements ;	None	30 minutes	<i>BPLO-designate</i> Mayor's Office
2. Pays computed fees and claims the permit	2.1 Calls the applicant; 2.2 Issues Official Receipts 2.3 Releases Certification/ Permit	Php 500.00	1 hour	<i>Revenue Collection Clerk III</i> Municipal Treasury Office
3. Receives Business permit	3.1 Issues business permit and other permits/clearances	None	2 days	<i>BPLO-designate</i> Mayor's Office
Total:		Php 500.00	2 days, 1 hour & 30 minutes	

**Note: Section 6. Municipal Mayor's Permit (b) 2. Total gross receipts during the preceding year and such other pertinent data which may from time to time be required –LGU-RTR Revenue Code of 2015*

6. Application for Mayor's Clearance

A Mayor's Clearance is issued to a bonafide resident primarily for foreign/local employment application and other legal purposes.

Office or Division:	Office of the Municipal Mayor – Business Permits and Licensing Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Owners			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Original Barangay Clearance for Business 		Integrated at the BOSS		
<ul style="list-style-type: none"> DTI Registration for Single Proprietorship or Original SEC Registration for Corporation and Partnership 		DTI or Securities and Exchange Commission (SEC) Office		
<ul style="list-style-type: none"> Original Special Power of Attorney (if applicant is not connected to the owner of the business) 		Business Owner		
<ul style="list-style-type: none"> Authorization Letter (if applicant is an employee of the business establishment) 		Business Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provides information	1.1 Calls the applicant; 1.2 Checks requirements; 1.3 Validates identity; 1.4 Requests applicant to validate information	None	1 hour	<i>BPLO-designate</i> Mayor's Office
2. Pays computed tax and fees	2.1 Calls the applicant; 2.2 Issues Official Receipts	Php80.00	1 hour	<i>Revenue Collection Clerk III</i> Municipal Treasury Office
3. Receives Mayor's Clearance	3.1 Issues Mayor's Clearance	None	2 days	<i>BPLO-designate</i> Mayor's Office
Total:		Php80.00	2 days & 2 hours	

7. Application for Permit to Operate Privilege Store (Tiangge)

A Special Permit is issued to approved applicants authorizing the operation subject to compliance to all the conditions and municipal ordinance.

Office or Division:	Office of the Municipal Mayor – Business Permits and Licensing Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Owners			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Letter of Intent Approved by the Municipal Mayor		Municipal Mayor's Office		
• Original Barangay Clearance		Integrated at the BOSS		
• DTI Registration for Single Proprietorship or SEC Registration for Corporation and Partnership		DTI or SEC Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provides information	1.1 Calls the applicant; 1.2 Checks requirements; 1.3 Validates identity;	None	1 hour	<i>BPLO-designate</i> Mayor's Office
2. Pays computed tax and fees	1.4 Calls the applicant; 1.5 Issues Official Receipts	Dependent on the number of stalls and duration of the operation (Php100.00 per day per stall per LGU-RTR Revenue Code of 2015)	1 hour	<i>Revenue Collection Clerk III</i> Municipal Treasury Office
2. Receives Special Permit	3.1 Issues Special Permit	None	2 days	<i>BPLO-designate</i> Mayor's Office
Total:		Dependent on the number of stalls and duration of the operation (Php100.00 per day per stall per LGU-RTR Revenue Code of 2015)	2 days, 2 hours	



**OFFICE OF THE MUNICIPAL MAYOR
(HUMAN RESOURCE MANAGEMENT SECTION)**



EMPLOYEE WELFARE INTERNAL SERVICES

1. Processing Of Application of Leave (Vacation Leave/ Sick Leave/ Etc.)

A right granted to municipal officials and employees who wish to apply for leave for personal purpose and such other reasons stated at their application form.

Office or Division:	Office of the Municipal Mayor
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All officials, casual, permanent and co-terminus personnel of LGU-RTR
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Leave Application Form (CSC Form No. 6 Revised 2020) (4 original copies) 	HRMO/CSC Website
<ul style="list-style-type: none"> Medical Certificate, in case of Sick Leave 	Hospital/ Municipal Health Office
Requirements for Travel Authority <ul style="list-style-type: none"> Letter Request from the Department/Office or person concern Clearance 	Office/person concern HRMO
Requirements for 50% Monetization of Leave Credits <ul style="list-style-type: none"> Recommendation of CA for processing of 50% Mone Request letter of the person concern (state purpose of availment) <ul style="list-style-type: none"> Health, Medical and Hospital needs/ Educational Needs/ Payment of mortgages and loans/Financial needs 	Municipal Mayor's Office Requestee/person concern
Requirements for Terminal Leave Benefits <ul style="list-style-type: none"> Letter Request Certified Photocopy of Leave Card Leave Application Form (CSC Form No. 6 Revised 2020) (4 Original Copies) Clearance Service Record SALN Certified Photocopy of appointment/Notice of Salary Adjustment Computation of Terminal Leave Benefits duly signed/certified by the accountant Notarized Affidavit on Authorization to deduct all financial obligations with the employer Notarized Affidavit of no pending criminal investigation or prosecution (RA 3019) 	Personnel concern HRMO- Mayor's Office HRMO- Mayor's Office/ CSC Website HRMO- Mayor's Office HRMO- Mayor's Office HRMO- Mayor's Office/ Downloadable Online HRMO- Mayor's Office Municipal Accountant Office Private Attorney Private Attorney



Rehabilitation Leave, Magna Carta For Women (Ra 9710), Maternity Leave And Paternity Leave <ul style="list-style-type: none"> • Leave Application Form (CSC Form No. 6 Revised 2020) (4 Original Copies) • Certified Photocopy of Leave Card • Medical Certificate/Medical Abstract from OB-Gyne (for Maternity Leave) • Clearance 		HRMO- Mayor's Office HRMO- Mayor's Office Hospital HRMO- Mayor's Office		
Additional Requirements for Maternity/Paternity Leave <ul style="list-style-type: none"> • Birth Certificate • Marriage Certificate • Affidavit of Singleness (for unmarried women) 		PSA PSA MSWDO		
Additional Requirements for Rehabilitation Leave <ul style="list-style-type: none"> • Incident Report from the Office concern 		HRMO/Mayor's Office/ PNP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished 3 copies of Leave Application Form (CSC Form No. 6 Revised 2020) and other required documents if applicable	Receive leave application form and/ documents	None	2 minutes	<i>HRMO-I</i> Mayor's Office
	Compute and sign leave credits certification Return to personnel concern	None	5 minutes	<i>HRMO-I</i> Mayor's Office
2. Submit leave application to the Mayor for approval	Approve and sign leave Application	None	1 day	<i>Municipal Mayor</i> Mayor's Office
3. Receive approved leave application and submit approve copy to the HRMO	Receive and file approved leave application	None	3 minutes	<i>HRMO-I</i> Mayor's Office
TOTAL:		None	1 Day, 10 Minutes	



RECRUITMENT AND CAREER MANAGEMENT

EXTERNAL SERVICES

1. Job Application

This service is provided to interested individuals to fill-up a vacant position in this municipality.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Application Letter specifying the position desired –address to the Mayor		Applicant		
• Personal Data Sheet (PDS) CSC Form No. 22 revised 2017		CSC Website		
• Certificate of Eligibility for positions that require eligibility		CSC/PRC		
• Transcript of Records for positions that require educational attainment		Applicant's School		
• Certificate of Training for positions requiring relevant training		Applicant		
• Individual Performance Commitment Review (IPCR) if applicable		From previous/latest agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	Receive and record documents	None	10 minutes	HRMO-I Mayor's Office
	Prepare Matrix (encode the educational attainment, eligibility, address, etc.) of the applicant	None	30 minutes	HRMO-I Mayor's Office
2. Receive notice	Inform the applicant of the status of his application	None	1 day	HRMO-I Mayor's Office
TOTAL:		None	1 day and 40 minutes	



PERSONNEL ACTION INTERNAL SERVICES

1. Issuance of Authority To Transfer

This legal document is given to employees who intend to transfer to other agency either government or private.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All personnel who intend to transfer to other agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Clearance		HRMO-Mayor's Office		
• Certification of No-Pending Case		HRMO-Mayor's Office		
• Request Letter		Applicant		
• Assumption of duty (from accepting agency)		HRMO-Mayor's Office		
• CTC Appointment papers (from accepting agency)		HRMO-Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	Receive documents	None	10 minutes	HRMO-I Mayor's Office
	Record documents	None	30 minutes	HRMO-I Mayor's Office
	Prepare Authority to Transfer and carrier note to the Office of the Municipal Mayor	None	3 days	HRMO-I Mayor's Office
	Record/Check/Initial	None	1 hour	HRMO-I Mayor's Office
	Sign	None	1 hour	HRMO-I Mayor's Office
2. Receive Original copy of the Authority to Transfer	File receiving copy to employee's 201 file	None	5 minutes	HRMO-I Mayor's Office
TOTAL:		None	3 days, 2 hours and 45 minutes	

2. Change of Name And Marital Status

This service is given to employees who wanted to change their name and marital status due to marriage/ annulment.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All officials, casual, permanent and co-terminous personnel of LGU-RTR who intend to change name and status due to marriage or etc.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Certified Photocopy of Marriage Certificate (Preferably PSA copy) 			PSA	
<ul style="list-style-type: none"> • Request Letter (addressed to agency head thru HRMO) 			Concern personnel	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBILE
1. Submit request letter together with the marriage certificate	Receive documents	None	10 minutes	HRMO-I Mayor's Office
	Record documents	None	30 minutes	HRMO-I Mayor's Office
	Update employee's record	None	1 hour	HRMO-I Mayor's Office
2. Receive Certificate of change of status or name	Prepare and release Certification for the requested change of name and status	None	20 minutes	HRMO-I Mayor's Office
TOTAL:		None	2 hours	

3. Issuance Of Acceptance Of Resignation

This document is given as a legal response to employees who intend to separate from the agency.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	LGU RTR who opt to sever employment for personal reasons, i.e., health, family, employment (local or abroad)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Resignation letter of employee 		Employee concern		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Resignation Letter with the Clearance	Receive document	None	5 minutes	<i>HRMO-I</i> Mayor's Office
	Prepare Acceptance of the Resignation and carrier note to the Office of the Municipal Mayor	None	30 minutes	<i>HRMO-I</i> Mayor's Office
	Sign	None	2 days	<i>Municipal Mayor</i> Mayor's Office
2. Receive document	Inform and release the signed Acceptance of Resignation to the concerned employee	None	1 hour	<i>HRMO-I</i> Mayor's Office
	File the photocopy to employees 201 file	None	3 hours	<i>HRMO-I</i> Mayor's Office
TOTAL:		None	2 days, 4 hours and 35 minutes	



PERSONNEL ACTION EXTERNAL SERVICES

1. Issuance Of Service Record, Certificate Of Employment And/ Certification Of Leave Credits, Certificate Of No Pending Case, Certificate Of Good Moral

Service Record, Certificate of Employment, and/Certification of Leave Credits is issued by the HRMO to both present and separated officials and employees of LGU-RTR for whatever purpose it may serve best.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All LGU RTR personnel and officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Request Form		HRMO Office		
• Proof of Payment (Official Receipt)		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present accomplished Request Form	Receive request form	None	2 min.	<i>HRMO-I</i> Mayor's Office
2. Pay required fees and present OR to HRMO	Issue OR and receive payment	80.00	5 min.	<i>MTO</i> <i>Personnel Mun.</i> Treasurer's Office
	Prepare the certification	None	10 min.	<i>HRMO-I</i> Mayor's Office
	Approval of the certification	None	2 min.	<i>HRMO-I</i> Mayor's Office
3. Claim the Requested Certification	Release the certification	None	5 min.	<i>HRMO-I</i> Mayor's Office
TOTAL:		80.00	24 minutes	



**HUMAN RESOURCE DEVELOPMENT
ADMINISTRATIVE SUPPORT
EXTERNAL SERVICES**

1. Application For On-The-Job Training/Work Immersion

This is given to requesting school/s who wanted to engage their students to the real scenario of a working environment. Letting the students observe and gather relevant information and skills that are required/ needed in the working situations.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Graduating Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Recommendation Letter from the School for accommodation of their students 		School		
<ul style="list-style-type: none"> Notarized Memorandum of Agreement (MOA) between the School and LGU RTR 		School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Recommendation Letter	Receive document submitted	None	2 minutes	HRMO-I Mayor's Office
	Forward Recommendation Letter to the Office of the Municipal Mayor for approval	None	10 minutes	HRMO-I Mayor's Office
	If approved, schedule for the signing of MOA bet. The School and LGU RTR	None	1 day	HRMO-I Mayor's Office
	Prepare endorsement for possible office assignment	None	30 minutes	HRMO-I Mayor's Office
2. Receive the endorsement and proceed to the office assignment	Release the endorsement	None	5 minutes	HRMO-I Mayor's Office
	Prepare Certificate of Completion at the end of the OJT hours	None	30 minutes	HRMO-I Mayor's Office
TOTAL:		None	1 day, 1 hour and 27 minutes	

2. Request For Issuance Of ID

This service is given to the municipal officials and employees of the municipality of Remedios T. Romualdez as identification.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All LGU RTR Personnel including JOs and regular			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Application Form		HRMO Office		
• Affidavit of Loss for Lost IDs		Attorney		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up ID Profile Form		None	3 minutes	<i>HRMO-I</i> Mayor's Office
2. Submit Application Form	Receive Form	None	2 minutes	<i>HRMO-I</i> Mayor's Office
	Encode and Print ID	None	2 days	<i>HRMO-I</i> Mayor's Office
3. Receive the ID	Release the ID	None	2 minutes	<i>HRMO-I</i> Mayor's Office
TOTAL:		None	2 days and 7 minutes	

3. Request For Landbank ATM: Endorsement Letter

This is given to the newly elected/appointed officials and newly hired casual/regular employees of the Municipality of Remedios T. Romualdez for the opening of their bank account needed for salary release.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Newly hired personnel or newly appointed/elected officials of LGU RTR			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Online Application for account opening to LBP website 		Landbank website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ensure to accomplish online application and submit a copy for account opening	Receive and check the document submitted	None	2 minutes	<i>HRMO-I</i> Mayor's Office
	Prepare Endorsement Letter	None	10 minutes	<i>HRMO-I</i> Mayor's Office
	Sign	None	5 minutes	<i>HRMO-I</i> Mayor's Office
2. Upon acceptance of the endorsement letter proceed to Landbank	Issue endorsement letter	None	10 minutes	<i>HRMO-I</i> Mayor's Office
TOTAL:		None	27 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	Answer the client feedback form and drop it at the designated drop box inside HRMO Office
How feedback is processed?	<p>Every Friday, the HRMO opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact or may email at hrmo.lgurtr@gmail.com.</p>
How to file complaints?	<p>Answer the Complaint Form</p> <p>Complaints can also be filed via email. Make sure to provide the following information:</p> <ul style="list-style-type: none">• Name of Person being complained• Incident• Evidence <p>Contact info: hrmo.lgurtr@gmail.com</p>
How complaints are processed?	<p>Evaluates and endorse the complaint to HRMO.</p> <p>Upon evaluation, the HRMO shall start investigation and forward the complaint to the relevant office for their explanation.</p> <p>The HRMO will create a report after the investigation and shall submit it to the Head of Department for appropriate action and HRMO will give the feedback to the client.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph : 1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



LIST OF OFFICES

Office	Address	Contact Information
Municipal Mayor's Office	Poblacion 1, RTR, ADN	0930 598 1757
Sanguniang Bayan Office	Poblacion 1, RTR, ADN	0907 113 8075
Municipal Budget Office	Poblacion 1, RTR, ADN	0975 218 2465
Municipal Accounting Office	Poblacion 1, RTR, ADN	0956 568 2593
Municipal Planning and Development Coordinator's Office	Poblacion 1, RTR, ADN	0949 885 2972
Municipal Engineering Office	Poblacion 1, RTR, ADN	0930 875 2291
Municipal Social Welfare and Development Office	Poblacion 1, RTR, ADN	0909 283 0781
Municipal Treasury Office	Poblacion 1, RTR, ADN	0938 381 7732
Municipal Assessor's Office	Poblacion 1, RTR, ADN	0915 555 9723
Municipal Civil Registrar's Office	Poblacion 1, RTR, ADN	0970 020 1203
Municipal Agriculture's Office	Poblacion 1, RTR, ADN	0917 125 3898
Municipal Disaster Risk Reduction and Management Office	Poblacion 1, RTR, ADN	0977 361 1558
Municipal Health Office	Poblacion 1, RTR, ADN	0950 649 5159
Bureau of Fire Protection	Poblacion 1, RTR, ADN	0931 721 8752
PNP RTR MPS	Poblacion 1, RTR, AND	0951 239 8906
COMELEC	Poblacion 1, RTR, AND	
Department of Trade and Industry	Poblacion 1, RTR, AND	0917 834 3330
Department of Agrarian Reform	Poblacion 1, RTR, AND	



**OFFICE OF THE MUNICIPAL DISASTER RISK
REDUCTION AND MANAGEMENT**

EXTERNAL SERVICES

1. Response On Emergency Situation

"These offer rapid and efficient responses to unforeseen crises, ensuring public safety and mitigating potential harm. These services encompass swift deployment of trained responders, timely coordination of resources, and effective communication strategies to address and resolve emergencies, ranging from natural hazards to accidents and public health crises."

Office or Division:		MDRRMO		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> None 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call RERT Hotline	❖ Received and record necessary details from an emergency call	None	5 minutes upon receipt of call	MDRRMO Personnel/ Rescue Vehicle driver, RV crews, RERT volunteers
	❖ Dispatch Response Team	None	2 minutes	MDRRMO Personnel/ Team Leader
2. Wait for the arrival of response team	❖ Monitor the dispatched team	None	5-10 minutes (depending on the location)	MDRRMO Personnel/ Team Leader
3. Receive emergency assistance	❖ Provide Basic Life Support & Standard First Aid	None	10 minutes	MDRRMO Personnel/ MHO staff/ Rescue Vehicle driver and crews, RERT volunteers
	❖ Transport patient to nearest clinic/hospital	None	15-30 minutes (depending on the clinic/hospital location)	RV driver and crews, RERT volunteers
TOTAL:		None	57 Minutes	

2. First Aid Administration

"First Aid Administration services provide immediate medical assistance in emergency situations. This essential service involves the prompt application of basic medical care by trained responders/ lay rescuers, aimed at stabilizing individuals until further medical attention is available. From injury assessment to wound care and CPR, these services play a critical role in preserving life and preventing further harm in the crucial moments following an incident."

Office or Division:		MDRRMO		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Person/s met with an accident/ attained injury/ies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> None 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call RERT Hotline or Visit RTR-MDRRMC Operations Center	❖ Receive and record necessary details from an emergency call/ walk-in client	None	5 minutes upon receipt of call	MDRRMO Personnel/ Rescue Vehicle driver, RV crews, RERT volunteers
2. Receive first aide	❖ Attend immediately the client's need ❖ Conduct Primary Assessment	None	5 min.	MDRRMO Personnel/ Rescue Vehicle driver, RV crews, RERT volunteers/ RHU
	❖ Conduct Secondary Assessment	None	5 min.	MDRRMO Personnel/ Rescue Vehicle driver, RV crews, RERT volunteers
	❖ Refer to RHU or hospital depending on the seriousness of the injury	None	5-10 minutes	MDRRMO Personnel/ RV crews/ RHU
Total		None	25 minutes	

3. Typhoon And Flooding: Evacuation And Rescue Services

"Evacuation and Rescue services during typhoon and flooding incidents specialize in swiftly and safely relocating individuals from areas prone to these disasters. Trained personnel employ strategic planning and coordination to execute timely evacuations, ensuring the well-being of affected populations. Additionally, these services involve rescue operations to assist those stranded or in distress, employing specialized techniques and equipment to navigate challenging flood conditions and provide critical support during typhoon-related emergencies."

Office or Division:		MDRRMO		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Individual/People affected by an incident		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. <i>Be on ALERT:</i> Watch and listen to warning advisories from reliable sources	❖ Facilitate weather advisories & updates thru text messages / messenger/ e-mail to local DRRMCs, responders and other stakeholders ❖ Close monitoring of the Area of Responsibility	None	5 minutes	MDRRMO Personnel, EOC Personnel
			10-30 minutes	MDRRMO Personnel, Operations & Warning Division
2. <i>Get Set/ Prepare for possible evacuation</i>	Standby response teams and ready for mobilization	None	5 minutes	MDRRMO Personnel, EOC Personnel, IMT
3. <i>GO/ Evacuate Now!</i>	Enforce Pre-emptive Evacuation/ Force	None	20-45 minutes	IMT, PNP, BFP, AFP, BDRRMC

	Evacuation			
4. Stay Put at the Evacuation Center	Continuous monitoring of the AOR	None	30-50 minutes	IMT, EOC, Response Clusters
	Distribution of relief packs to IDPs	None	20-50 minutes	CCCM Cluster/MSWDO Personnel
5. Return Home	Transport all IDPs going back to their respective barangays	None	30-120 minutes	IMT, Response Clusters
Total		None	5 hours & 5 minutes	

4. Training/ Lecture/ Orientation Related To DRRM

"Training/Lecture/Orientation on Disaster Risk Reduction and Management services offers comprehensive educational programs to equip individuals and communities with the knowledge and skills needed to proactively respond to and mitigate the impact of disasters. These services provide engaging sessions led by trained personnel, covering topics such as risk assessment, emergency preparedness, and effective response strategies. Tailored to specific needs, these sessions empower participants with valuable insights to enhance their resilience and contribute to a safer, more disaster-resilient environment."

Office or Division:		MDRRMO		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All Barangay/ Organization/ Association		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Letter Request			Barangay/ Organization/ Association	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for the conduct of training/lecture/ seminar related to DRRM address to the Municipal Mayor (attention: MDRRMO)	Received and/ or facilitate the letter request	None	3-5 minutes	HRMO-I, Private Secretary, Office Staff Mayor's Office
2. Call/ text RERT Hotline for follow-up/ email for the update of request	Addressed and follow-up approval of request from OMM	None	5-10 minutes (within 15 working days)	MDRRMO Personnel
3. <i>If approved</i> , attend/ participate in the scheduled training/ seminar/ orientation	Facilitate the conduct of training/ seminar/ orientation	None	Depending on the seminar/ lecture/ training duration	MDRRMO Personnel, RERT
Total		None	15 days, 20 minutes	

FEEDBACK, COMMENTS AND SUGGESTIONS

"Feedback, Comments, and Suggestions related to Disaster Risk Reduction and Management (DRRM) actively encourages public engagement by providing a platform for individuals to share insights, experiences, and recommendations. These services foster a collaborative approach, inviting the community to contribute valuable input that enhances the effectiveness of DRRM initiatives. Through open communication channels, stakeholders can provide feedback, share comments, and offer suggestions, fostering a continuous improvement process to strengthen disaster preparedness and response efforts."

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Answer the client feedback form and drop it at the designated drop box inside HRMO Office
How is feedback processed?	<p>Every Friday, the HRMO opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact hrmo.lgurtr@gmail.com.</p>
How to file complaints?	<p>Answer the Complaint Form</p> <p>Complaints can also be filed via email. Make sure to provide the following information:</p> <ul style="list-style-type: none"> • Name of Person being complained • Incident • Evidence <p>Contact info: hrmo.lgurtr@gmail.com</p>
How are complaints processed?	<p>Evaluates and endorse the complaint to HRMO.</p> <p>Upon evaluation, the HRMO shall start investigation and forward the complaint to the relevant office for their explanation.</p> <p>The HRMO will create a report after the investigation and shall submit it to the Head of Department for appropriate action and HRMO will give the feedback to the client.</p>
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Municipal Assessor's Office	Poblacion 1, RTR, ADN	0915 555 9723
Municipal Civil Registrar's Office	Poblacion 1, RTR, ADN	0970 020 1203
Municipal Agriculture's Office	Poblacion 1, RTR, ADN	0917 125 3898
Municipal Disaster Risk Reduction and Management Office	Poblacion 1, RTR, ADN	0949-6098-278 www.facebook.com/mdrrmo.rtr.3
Municipal Health Office	Poblacion 1, RTR, ADN	0950 649 5159 www.facebook.com/rhu.rtr
Bureau of Fire Protection	Poblacion 1, RTR, ADN	0931 721 8752/ 0955-2147-859 www.facebook.com/rtr.firestation
PNP RTR MPS	Poblacion 1, RTR, ADN	0951 239 8906 www.facebook.com/remedios.romualdez.5
COMELEC	Poblacion 1, RTR, ADN	
Department of Trade and Industry	Poblacion 1, RTR, ADN	0917 834 3330
Department of Agrarian Reform	Poblacion 1, RTR, ADN	



OFFICE OF THE MUNICIPAL ASSESSOR

EXTERNAL SERVICES

1. Assessment, Appraisal, Transfer, & Revision Of Real Properties

- ASSESSMENT involves determining the value of real properties for taxation purposes
- APPRAISAL is a detailed valuation conducted by licensed appraiser.
- TRANSFER refers to the legal process of changing ownership, often through sale, donations, extrajudicial settlements and among others
- REVISION involves updating property assessment based on changes in value or improvements

Office or Division:	Office of the Municipal Assessor
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	Property Owner, Administrator and/ Authorized Representative
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

A. NEW – Assessment involves determining the value of a property for tax purposes.		
<ul style="list-style-type: none"> • Building 	• Community Tax Certificate	Barangay Hall/ Municipal Treasury Office
	• Ocular Inspection	Municipal Assessor's Office
	• Sworn Statement	Municipal Assessor's Office
<ul style="list-style-type: none"> • Land 	• Barangay Certification	Barangay Hall
	• Two (2) copies of title, if titled	Register of Deeds (ROD)
	• Two (2) copies of approved subdivision plan	DENR
	• Ocular Inspection	Municipal Assessor's Office
	• Community Tax Certification	Barangay Hall/ Municipal Treasury Office
	• Sworn Statement	Municipal Assessor's Office
<ul style="list-style-type: none"> • Machinery 	• Official Receipt	Owner of machinery
	• Community Tax Certificate	Barangay Hall/ Municipal Treasury Office
	• Ocular Inspection	
	• Sworn Statement	Municipal Assessor's Office
B. TRANSFER- Refers to the legal process of changing ownership, often through a sale, donation and among others		
• Two (2) original/duplicate copies of Deed of Conveyance duly annotated by the Register of Deeds		Notary Public
• Two (2) certified true copy of title, if titled property		Register of Deeds (ROD)
• Two (2) copies of BIR- electronic Certificate Authorizing Registration		BIR
• Two (2) photocopies of Tax Clearance		Municipal Treasurer's Office
• Two (2) photocopies of Transfer tax receipt from Provincial Treasure		Provincial Treasurer's Office
• Two (2) copies blueprint of approved subdivision plan, if subdivided property		DENR
• Community Tax Certificate		Brgy. Hall/ Mun. Treasury Office

• Sworn Statement	Municipal Assessor's Office			
C. REVISION- Involves updating of property assessment based on changes in value or improvements				
• Photocopy of Tax Declaration	Municipal Assessor's Office			
• Two (2) copies of title, if titled property	Register of Deeds (ROD)			
• Tax Clearance	MTO			
• Sworn Statement	Municipal Assessor's Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements for assessment, appraisal, transfer and revision transactions	Assess/examine documents presented as to completeness and authenticity	None	20 minutes	<i>Municipal Assessor</i> Mun. Assessor's Office
2. Accompanying in the Site Inspection	Conduct actual/ocular inspection of the real property for assessment	None	1 hour	<i>Municipal Assessor</i> Mun. Assessor's Office
	Prepare inspection report and sketch plan	None	20 minutes	<i>Municipal Assessor</i> Mun. Assessor's Office
	Preparation of Field Assessment and Appraisal Sheet	None	15 minutes	<i>Municipal Assessor</i> Mun. Assessor's Office
	Encoding of Tax Declarations	None	5 minutes	<i>Municipal Assessor</i> Mun. Assessor's Office
	Encoding of Notice of Assessment	None	5 minutes	<i>Municipal Assessor</i> Mun. Assessor's Office
	Encoding of Sworn Statement	None	5 minutes	<i>Municipal Assessor</i> Mun. Assessor's Office
	Review and signs of FAAs, Tax Declaration, Sworn	None	15 minutes	<i>Municipal Assessor</i> Mun. Assessor's Office

	Statement and Notice if assessment			
3. Claim approved Tax Declaration	Receives Notice of Assessment and Tax declarations in 5 working days or upon the approval of the Provincial Assessors Office	None	5 minutes	<i>Office Staff</i> Mun. Assessor's Office
Total		None	2 Hours, 30 minutes	

2. Issuance Of Certified True Copy Of Tax Declaration

This involves providing authenticated duplicates of property tax documents, confirming their accuracy and legitimacy. This process is typically carried out by relevant government authorities or agencies responsible for property taxation.

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen GG2 - Government to Government			
Who may avail:	Property Owner, Administrator, Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Request Form		Office of the Municipal Assessor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request form, register to logbook and verify records	Assist clients in the accomplishing the required form	None	2 min.	<i>Office Staff</i> Mun. Assessor's Office
2. Pay the corresponding fees to the Municipality Treasury Office	Prepare and issue order of payment with corresponding fees	50.00	5 min.	<i>Office Staff</i> Mun. Treasurer's Office
	Verify records of requested services	None	5 min.	<i>Office Staff</i> Mun. Assessor's Office
	Record to logbook for filling purposes	None	2 min.	<i>Office Staff</i> Mun. Assessor's Office
	Review and sign the certified true copy of Tax Declaration	None	2 min.	<i>Municipal Assessor</i> Mun. Assessor's Office
3. Claim the requested document	Release	None	1 min.	<i>Municipal Assessor</i> Mun. Assessor's Office
Total		None	17 minutes	

3. Issuance Of Office Certification

Typically involves an official confirmation or statement from an office, affirming certain details or status related to the document, process or individual. It serves as an authoritative acknowledgement of specific information by the issuing office.

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen GG2 - Government to Government			
Who may avail:	Property Owner, Administrator, Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Request Form		Office of the Municipal Assessor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request form, register to logbook and verify records	Assist clients in the accomplishing the required form	None	2 minutes	<i>Office Staff</i> Mun. Assessor's Office
2. Pay the corresponding fees to the Municipality Treasury Office	Prepare and issue order of payment with corresponding fees	85.00	5 minutes	<i>Office Staff</i> Mun. Assessor's Office
	Verify records of requested services	None	5 minutes	<i>Office Staff</i> Mun. Assessor's Office
	Record to logbook for filling purposes	None	2 minutes	<i>Office Staff</i> Mun. Assessor's Office
	Review and sign the certification	None	2 minutes	<i>Municipal Assessor</i> Mun. Assessor's Office
3. Claim the requested document	Release	None	1 minute	<i>Municipal Assessor</i> Mun. Assessor's Office
Total		85.00	17 minutes	

4. Issuance Of Sketch Plan / Vicinity Map

Involves providing a detailed, scaled presentation of the geographical layout or location of a property in relation to its surroundings. This document is often for land development, property assessment or legal purposes.

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen GG2 - Government to Government			
Who may avail:	Property Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Request Form		Office of the Municipal Assessor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request form, register to logbook and verify records	Assists clients in accomplishing the required form	None	2 minutes	Office Staff Mun. Assessor's Office
2. Pay the corresponding fees to Municipal Treasury	Prepare and issue of order of payment with corresponding fees	65.00	5 minutes	Office Staff Mun. Assessor's Office
	Verify record of requested services	None	5 minutes	Office Staff Mun. Assessor's Office
	Record to logbook for filling purposes	None	2 minutes	Office Staff Mun. Assessor's Office
	Review and sign the certification	None	2 minutes	Municipal Assessor Mun. Assessor's Office
3. Claim the requested document	Release	None	1 minute	Municipal Assessor Mun. Assessor's Office
Total		65.00	17 minutes	



FEEDBACKS, COMMENTS AND SUGGESTIONS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	Answer the client feedback form and drop it at the designated drop box inside HRMO Office
How feedback is processed?	<p>Every Friday, the HRMO opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact may email at hrmo.lgurtr@gmail.com.</p>
How to file complaints?	<p>Answer the Complaint Form</p> <p>Complaints can also be filed via email. Make sure to provide the following information:</p> <ul style="list-style-type: none">• Name of Person being complained• Incident• Evidence <p>Contact info: hrmo.lgurtr@gmail.com</p>
How complaints are processed?	<p>Evaluates and endorse the complaint to HRMO.</p> <p>Upon evaluation, the HRMO shall start investigation and forward the complaint to the relevant office for their explanation.</p> <p>The HRMO will create a report after the investigation and shall submit it to the Head of Department for appropriate action and HRMO will give the feedback to the client.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph : 1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



LIST OF OFFICES

Office	Address	Contact Information
Municipal Mayor's Office	Poblacion 1, RTR, ADN	0930 598 1757
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Municipal Budget Office	Poblacion 1, RTR, ADN	0975 218 2465
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Municipal Civil Registrar's Office	Poblacion 1, RTR, ADN	0970 020 1203
Municipal Agriculture's Office	Poblacion 1, RTR, ADN	0917 125 3898
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Municipal Health Office	Poblacion 1, RTR, ADN	0950 649 5159
Bureau of Fire Protection	Poblacion 1, RTR, ADN	0931 721 8752
PNP RTR MPS	Poblacion 1, RTR, ADN	0951 239 8906
COMELEC	Poblacion 1, RTR, ADN	
Department of Trade and Industry	Poblacion 1, RTR, ADN	0917 834 3330
Department of Agrarian Reform	Poblacion 1, RTR, ADN	



OFFICE OF THE MUNICIPAL CIVIL REGISTRAR

EXTERNAL SERVICES

1. Registration Of Birth

This service provides the registration of a child/ individual provided that the individual is a resident/ born in this municipality.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple Transaction (On time registration- within 30 days from birth) Complex Transaction (Late Registration)			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Legitimate Child: • Parent's Marriage Certificate		PSA/Clients		
Illegitimate Child: • CEDULA (Latest)		Barangay Hall/Municipal Treasury Office		
• Personal Appearance of the Parents		Client		
If late Registration: • Baptismal		Church		
• Barangay Certificate		Barangay Hall		
• Immunization Record		Client		
• Voter's Certificate		COMELEC		
• School Record		School		
• MDR Phil.Health		Phil.Health		
• Marriage Contract		PSA/Client		
• PSA Negative		PSA		
• Affidavit of Delayed Registration		MCR/PAO		
• Affidavit of 2 Dis-interested Person		MCR/PAO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up information sheet	Evaluate information sheet is properly filled up	None	10 minutes	<i>Asst. Reg. Officer</i> Mun. Civil Registrar's Office
	If late registration, verify on the records file, PHILCRIS and examine supporting documents.	None	20 minutes	<i>Mun. Civil Registrar</i> Mun. Civil Registrar's Office <i>Asst. Reg. Officer</i> Mun. Civil Registrar's Office <i>Office Staff</i> Mun. Civil

				Registrar's Office
	Type all information on the COLB and let informant sign. Advice client to pay at the MTO the required fees. Advice client to wait	None	15 minutes	<i>Mun. Civil Registrar</i> Mun. Civil Registrar's Office
2. Affix Signature and pay required fees	Check and review spellings, entries and signatures	<p>Registration: Within 30days (Free)</p> <p>Late Registration:</p> <ul style="list-style-type: none"> • 30 days above – 1 year (P200.00) • 1 year to 10 years (P300.00) • 10 years above (P500.00) • Request Form 1-A Local (P100.00) • Request Form 1-A Foreign (P200.00) • AUSF/Affidavit to Use the Surname of the Father (If not Married) (P200.00) • For Legitimation (P300.00) 	5 minutes	<p><i>Mun. Civil Registrar</i> Mun. Civil Registrar's Office</p> <p><i>Asst. Reg. Officer</i> Mun. Civil Registrar's Office</p> <p><i>Office Staff</i> Mun. Civil Registrar's Office</p>

	If late registration, advise clients to come back after 10 days	None	10 days	<i>Asst. Reg. Officer</i> Mun. Civil Registrar's Office
	Assign Registry Number	None	1 minute	<i>Asst. Reg. Officer</i> Mun. Civil Registrar's Office Office Officer
	Signature of the Civil Registrar	None	1 minute	<i>Mun. Civil Registrar</i> Mun. Civil Registrar's Office
3. Receive owners copy of the COLB	Release owners copy	None	1 minute	<i>Asst. Reg. Officer</i> Mun. Civil Registrar's Office
Total		Amount depends on the type of registration availed on	10 days, 53 minutes	

2. Registration Of Death

This service provides the registration of the declared death of an individual residing within this municipality.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple Transaction (within 28 days from death) Complex Transaction (Late registration)			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Information Sheet			Office of the Municipal Civil Registrar	
• Barangay Clearance			Barangay	
• Certificate of Death (for Late Registration Only)			Physician	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up information sheet and affix signature	Evaluate information sheet is properly filled up and determine the status of application	None	10 minutes	<i>Asst. Reg. Officer</i> Mun. Civil Registrar's Office
	If late registration, verify on the records file, PHILCRIS and examine supporting documents.	None	20 minutes	<i>Asst. Reg. Officer</i> Mun. Civil Registrar's Office <i>Office Staff</i> Mun. Civil Registrar's Office
	Type all information on the COD and let informant sign.	None	2 minutes	<i>Asst. Reg. Officer</i> Mun. Civil Registrar's Office <i>Office Staff</i> Mun. Civil Registrar's Office
	Advice client to pay at the MTO the required fees and check the	None	15 minutes	<i>Asst. Reg. Officer</i> Mun. Civil Registrar's Office

	signature			
	Advice client to wait			
	Check and review spellings, entries, and signatures	None	5 minutes	<i>Asst. Reg. Officer</i> Mun. Civil Registrar's Office
	If late registration, advice clients to come back after 10 days	None	10 days	<i>Asst. Reg. Officer</i> Mun. Civil Registrar's Office
	Assign Registry Number	None	1 minute	<i>Asst. Reg. Officer</i> Mun. Civil Registrar's Office
	Signature of the Civil Registrar	None	1 minute	<i>Asst. Reg. Officer</i> Mun. Civil Registrar's Office <i>Asst. Reg. Officer</i> Mun. Civil Registrar's Office
2. Receive COD for the signature of the attending physician, MHO & Embalmer and return the COD to MCR Office	Advice client to have the COD signed by the attending physician, MHO & Embalmer	None	2 minutes	<i>Asst. Reg. Officer</i> Mun. Civil Registrar's Office <i>Office Staff</i> Mun. Civil Registrar's Office
	Check, review, receive and register and COD (if timely death)	None		<i>Asst. Reg. Officer</i> Mun. Civil Registrar's Office

3. Receive owners copy of the accomplished COD	If late registration, posting of 10 days	None	1 minute	<i>Mun. Civil Registrar</i> Mun. Civil Registrar's Office <i>Asst. Reg. Officer</i> Mun. Civil Registrar's Office
	Assign Registry Number Signature of the Civil Registrar Release owners copy	None	2 minutes	<i>Mun. Civil Registrar</i> Mun. Civil Registrar's Office <i>Asst. Reg. Officer</i> Mun. Civil Registrar's Office <i>Office Staff</i> Mun. Civil Registrar's Office
Total		None	10 days, 1 hour, 2 minutes	

3. Application For Marriage License

This service is being provided to comply with the RA No. 3753 that mandates that acts, event, legal instruments and courts/decrees concerning the civil status of person shall be recorded.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Birth Certificate		PSA		
• CENOMAR		PSA		
• Cedula (Current Year)		Barangay Hall/Municipal Treasury Office		
• Pre-Marriage Orientation/Counseling Certificate		Municipal Civil Registrar		
• Barangay Certification		Barangay Hall		
• Death Certificate for Widow or Widower		PSA		
• Advice of Parents/Consent of Parents		Client's Parents		
• Court Order for Annulled and Presumptive		Court/Lawyer		
• Certificate of Legal Capacity to Contract Marriage (if Foreigner)		Embassy		
• Certificate of Pre-Marriage Orientation and Counseling		PMOC Team		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up application form and submit to MCR Personnel	Interview and check the correctness of the entries together with the supporting documents	None	10 min.	<i>Asst. Reg. Officer</i> Mun. Civil Registrar's Office
	Type all information on the application form	None	20 min.	<i>Mun. Civil Registrar</i> Mun. Civil Registrar's Office
	Advise applicants to pay the required fees.	None	1 min.	<i>Asst. Reg. Officer</i> Mun. Civil Registrar's Office
2. Proceed to Municipal Treasurers Office to	Ask Official Receipt Form client	• Application for Marriage License (P150.00)	2 min.	<i>Asst. Reg. Officer</i> Mun. Civil Registrar's Office



<p>pay fees and Affix Signature (applicants and parents)</p>		<ul style="list-style-type: none">• Application for Marriage License for Foreigner (P500.00)• Marriage License for Municipal (P100.00)• Certification (P100.00)• Marriage Solemnizing Fee (P500.00)• Pre-Marriage Orientation/ Counseling- PMOC (P100.00)• Parent's Consent (18-21 yr. old) (P100.00)• Parent's Advice (21-25 yr. old) (100.00)• Request to Form 3-A/Local (P100.00)• Request to Form 3-A For Foreign (P200.00) <p>If Late Registration of</p>		
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		Certificate of Marriage <ul style="list-style-type: none"> Without License (P200.00) With License beyond 15 days (P200.0) 		
	Check and review spellings, entries and signatures	None	5 min.	<i>Asst. Reg. Officer</i> Mun. Civil Registrar's Office
	Assign Registry Number	None	5 min.	<i>Asst. Reg. Officer</i> Mun. Civil Registrar's Office
	Signature of the Civil Registrar	None	1 min.	<i>Mun. Civil Registrar</i> Mun. Civil Registrar's Office
	Advice applicant to come back after 10 days	None	10 days	<i>Asst. Reg. Officer</i> Mun. Civil Registrar's Office
	Prepare and post notice of marriage	None	5 min.	<i>Mun. Civil Registrar</i> Mun. Civil Registrar's Office
3. Receive Marriage License	MCR to issue, sign, and release marriage license	None	10 days	<i>Asst. Reg. Officer</i> Mun. Civil Registrar's Office
Total		Depending on the option availed	20 days, 39 minutes	

4. Registration For Marriage

This service is being provided to comply with the RA No. 3753 that mandates that acts, event, legal instruments and courts/decrees concerning the civil status of person shall be recorded.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Marriage Certificate		Applicant		
• Death Certificate (In case if widow/widower)		PSA		
• Without Marriage License (Art.34)		PAO		
• Affidavit of Co-Habitation				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/ Present Marriage Certificate	Evaluate and check entries	None	10 minutes	<i>Asst. Reg. Officer Mun. Civil Registrar's Office</i>
2. Assign Registry No.	Check and review spellings, entries and signatures	None	5 minutes	<i>Mun. Civil Registrar Mun. Civil Registrar's Office Asst. Reg. Officer Mun. Civil Registrar's Office</i>
	Assign Registry Number	None	1 minute	<i>Asst. Reg. Officer Mun. Civil Registrar's Office</i>
3. Receive owners copy of the accomplishe d Marriage Certificate	Affix signature & date of receipt release owners copy of the document	None	5 minutes	<i>Mun. Civil Registrar Mun. Civil Registrar's Office Asst. Reg. Officer Mun. Civil Registrar's Office</i>
Total		None	21 minutes	



PROCESSING FEES FOR REGISTRATION

Description	Fees to be Paid
BREQS/PSA request for Negative and SECPA	100.00
Legitimation	300.00
Legal Separation	1,500.00
Annulment of Marriage	1,500.00
Adoption Local	1,000.00
Adoption Foreign	1,500.00
Court Decision recognizing/Acknowledging Children	300.00
Court decision or order on the custody of Minors Guardianship	300.00
Election of Filipino Citizenship	1,000.00
Change of name-annotation in the registry book	500.00
Annotation in the Registry Book on Birth, Death, and Marriage	200.00
Judicial Order for change of name, correction if entry in the Birth, Marriage, and Death	300.00
Alien Registration	1,000.00
Naturalization	1,000.00
Repatriation if voluntary renunciation of Citizenship	1,000.00
Registration of other documents not mention above	100.00

OTHER SERVICES RENDERED BY THE LOCAL CIVIL REGISTRY R.A 9048 AND R.A 10172 (Error Law)

Description	Fees to be Paid
• Change of Name	3,000.00
• Correction of Typographical/Clerical Error	1,000.00
• Service Fee- Migrant Petitioner (CCE)	500.00
• Service Fee- Migrant Petitioner (CFN)	1,000.00
• Procession Fee of Out of Town Registration of Birth and Death	200.00
• Certification Fees of Photocopies	50.00
• Research Fee	35.00
• Other Certification on documents not Mentioned above	25.00
• Error of Day of Birth	3,000.00
• Error of Month of Birth	3,000.00
• Error of Sex/Gender	3,000.00

FEES OF REGISTRATION OF LEGAL DOCUMENTS

Description	Fees to be Paid
Affidavit of Cohabitation	100.00
Affidavit of Legitimation	100.00
Affidavit of Paternity	100.00
Affidavit of AUSF	100.00
Supplemental Affidavit of the Father	100.00
Legal Capacity to Contract Marriage	200.00
Registration fee for conversion to Islam	500.00
Issuance of certified copies of court	200.00/set

OTHER SERVICES:

1. Legitimate of Children born before marriage
2. Out of town registration of birth, death, and marriages
3. Change of Surname under RA 9255
4. Petition for change of name and correction of clerical error under RA 9048
5. Issuance of Certified true copies of birth, marriage, and death.
6. Annotation of civil registry documents undergoing court order/decreed.

5.Application For R.A 9048 And R.A 10172 (Error Law)

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Birth Certificate		PSA		
• Baptismal		Church		
• NBI Clearance		NBI		
• Police Clearance		CBR		
• Marriage Certificate		PSA		
• National Issued IDs (e.g., Passport, Driver's License, PRC and etc.)		Client		
• Certificate of Posting		Local and National Circulation		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Application and verification of supporting documents and posting	Verification of documents	None	10 min.	<i>Asst. Reg. Officer</i> Mun. Civil Registrar's Office
	Application for RA 9048 and		20 min.	<i>Office Staff</i> Mun. Civil

	10172			Registrar's Office
	Posting from local and national circulation	None	10 days (local) 14 days (Nat'l Circulation)	Office Staff Mun. Civil Registrar's Office
2. Payment of required fees	Issue OR and Receive payment			Revenue Collection Clerk / Municipal Treasurer's Office
	forward documents to Office Civil Registrar General		20 days-delivery time	Asst. Reg. Officer Mun. Civil Registrar's Office
	Received approval from OCGR			Asst. Reg. Officer Mun. Civil Registrar's Office
	Accomplish annotated and un-annotated security paper (either birth, marriage/ death cert)		10 min.	Asst. Reg. Officer Mun. Civil Registrar's Office
	Return to OCGR for endorsement		7 days	Asst. Reg. Officer Mun. Civil Registrar's Office
3. Proceed to PSA to claim their corrected documents				
Total		Depending on the number of errors	Depending on the processing time of the PSA	



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	Answer the client feedback form and drop it at the designated drop box inside HRMO Office
How feedback is processed?	<p>Every Friday, the HRMO opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact or may email at hrmo.lgurtr@gmail.com.</p>
How to file complaints?	<p>Answer the Complaint Form</p> <p>Complaints can also be filed via email. Make sure to provide the following information:</p> <ul style="list-style-type: none">• Name of Person being complained• Incident• Evidence <p>Contact info: hrmo.lgurtr@gmail.com</p>
How complaints are processed?	<p>Evaluates and endorse the complaint to HRMO.</p> <p>Upon evaluation, the HRMO shall start investigation and forward the complaint to the relevant office for their explanation.</p> <p>The HRMO will create a report after the investigation and shall submit it to the Head of Department for appropriate action and HRMO will give the feedback to the client.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: : 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



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COMELEC	Poblacion 1, RTR, ADN	
Department of Trade and Industry	Poblacion 1, RTR, ADN	0917 834 3330
Department of Agrarian Reform	Poblacion 1, RTR, ADN	



OFFICE OF THE MUNICIPAL ACCOUNTANT

INTERNAL SERVICES

1. Processing Of Payment For Electric Bill

This process includes the processing of payment for electric consumption (bill) of the municipality of Remedios T. Romualdez to its partner service provider.

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	All Service Provider			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Billing Statement			Service Provider	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit billing	Prepare voucher and CAFOA	None	1 hour	<i>Admin. Aide I</i> Municipal Accounting Office
	Forward to Budget Office for Control of voucher	None	5 minutes	<i>Admin. Aide I</i> Municipal Budget Office
	Sign CAFOA	None	5 minutes	<i>Municipal Budget Officer</i> Municipal Budget Office
	Forward to Accounting for JEV control and signature	None	10 minutes	<i>Accounting Clerk III</i> Municipal Accounting Office
	To Treasury for CAFOA signature and check for the availability of funds	None	15 minutes	<i>Municipal Treasurer</i> Municipal Treasurer's Office
	To Mayor's office for CAFOA and voucher approval	None	1 day	<i>Municipal Mayor</i> Municipal Mayor
	Return to MTO for Check issuance	None	30 minutes	<i>Municipal Treasurer/ MTO Personnel</i> Municipal Treasurer's Office
	To mayor's for check approval	None	1 day	<i>Office Staff</i> Municipal Accounting Office
	To accounting	None	15 minutes	<i>Municipal Accountant/ Accounting</i>

	for advice			<i>Personnel Municipal Accounting Office</i>
2. Receive check payment	Treasurer for check release	None	5 minutes	<i>Municipal Treasurer/ MTO Personnel Municipal Treasurer's Office</i>
Total		None	2 days, 2 hours, 25 minutes	

2. Issuance Of Certified True Copy Documents, Payslip And Certifications

These particular documents are made by a requesting party for whatever purpose it may serve best.

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Municipal Gov't Personnel/Office Concern			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Billing Statement			Service Provider	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign Logbook	Assist Client	None	10 minutes	<i>Admin. Aide I Municipal Accounting Office</i>
	Prepare documents	None	5 minutes	<i>Admin. Aide I Municipal Accounting Office</i>
	Sign documents	None	5 minutes	<i>Municipal Accountant Municipal Accounting Office</i>
2. Receive requested documents	Release of requested document	None	5 minutes	<i>Admin. Aide I Municipal Accounting Office</i>
Total		None	25 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	Answer the client feedback form and drop it at the designated drop box inside HRMO Office
How feedback is processed?	<p>Every Friday, the HRMO opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact or may email at hrmo.lgurtr@gmail.com.</p>
How to file complaints?	<p>Answer the Complaint Form</p> <p>Complaints can also be filed via email. Make sure to provide the following information:</p> <ul style="list-style-type: none">• Name of Person being complained• Incident• Evidence <p>Contact info: hrmo.lgurtr@gmail.com</p>
How complaints are processed?	<p>Evaluates and endorse the complaint to HRMO.</p> <p>Upon evaluation, the HRMO shall start investigation and forward the complaint to the relevant office for their explanation.</p> <p>The HRMO will create a report after the investigation and shall submit it to the Head of Department for appropriate action and HRMO will give the feedback to the client.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph : 1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



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PNP RTR MPS	Poblacion 1, RTR, ADN	0951 239 8906
COMELEC	Poblacion 1, RTR, ADN	
Department of Trade and Industry	Poblacion 1, RTR, ADN	0917 834 3330
Department of Agrarian Reform	Poblacion 1, RTR, ADN	



OFFICE OF THE MUNICIPAL TREASURER

EXTERNAL SERVICES

1. Issuance Of Real Property Tax Receipt

This service provides property owners' with documentation confirming payments of their real property tax. These receipts typically include details such as property owner's name, the property address, the amount paid, the date of payment and any relevant transaction numbers or codes. These serves as proof of payment for the property taxes.

Office or Division:		Office of the Municipal Treasurer		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Property Owners		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Revised Tax Declaration 			Office of the Municipal Assessor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Tax Declaration	Ask client on the location of property and name of declarant	None	5 minutes	<i>Revenue Collection Clerk III</i> Municipal Treasurer's Office <i>Disbursing Officer II</i> Municipal Treasurer's Office <i>MTO Personnel</i> Municipal Treasurer's Office
	Verify records Scan Tax Register	None	Single property – 10 minutes Multiple properties – 1 hr and 30 minutes	<i>Revenue Collection Clerk III</i> Municipal Treasurer's Office <i>MTO Personnel</i> Municipal Treasurer's Office
2. Pay required tax	Compute taxes due and Receive Payments	Formula: Assess value * 1% *2+ Penalty (2% per month but not to exceed 72%) Discount 10% prompt	10 minutes/Tax Declaration	<i>Revenue Collection Clerk III</i> Municipal Treasurer's Office

		payment (Jan-March) 20% for advance payment		
3. Receive official Receipt	Issue official receipts Post payments to Registrar		5 min./Tax Declaration	<i>Revenue Collection Clerk III</i> Municipal Treasurer's Office
Total		Depends on the calculated tax	Depends on the number of tax declaration requested	

2. Issuance Of Community Tax Receipts

This is a process of providing individuals with documentation confirming payments of their community, also known as residence tax or cedula. This tax is imposed by local government and is usually paid annually. The community tax receipt includes details such as the individual's name, address, amount paid, and the period covered by the payment. It serves as proof of compliance with the local tax requirements.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Valid Identification Card		Client		
• Barangay Clearance		Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and provide information	Verify the address and personal information of client	None	5 minutes	<i>Municipal Treasurer</i> Municipal Treasurer's Office <i>MTO Staff</i> Municipal Treasurer's Office
	Compute based on client's annual income	Formula: Annual Gross Income / 1,000 + 2% per month Penalty starting from March onwards	5 minutes	<i>MTO Staff</i> Municipal Treasurer's Office
2. Pay for required fees and charges	Issue CTC and Receive payment		5 minutes	<i>MTO Staff</i> Municipal Treasurer's Office
3. Receive CTC	Release CTC	None	5 minutes	<i>MTO Staff</i> Municipal Treasurer's Office
Total		Depends on the calculated fees and charges	20 minutes	

3. Release Of Check Payments

Involve the distribution of checks to recipients as payment for goods, services, or other obligations. This process typically includes verifying the accuracy of the check details, such as the payee name, amount, and date, before issuing check. Once issued, the checks are either mailed to the recipients or handed to them directly, depending on the payment arrangement.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Concern Individual			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Valid Identification Card			Client	
• SPA (1 Photocopy)			Lawyer	
• Official Receipt			Client/ Service Provider	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents	Scrutinize documents	None	5 minutes	<i>Municipal Treasurer</i> Municipal Treasurer's Office
2. Issue Official Receipt and Sign voucher	Check OR and Signed Disbursed voucher	None	10 minutes	<i>Municipal Treasurer</i> Municipal Treasurer's Office
3. Receive Check	Release check	None	5 minutes	<i>Municipal Treasurer</i> Municipal Treasurer's Office
Total		None	20 minutes	

4. Issuance Of Tax Clearance

Refer to the issuance of a document by a tax authority confirming that an individual or entity has satisfied all their tax obligations up to a certain date. Tax clearance often required various situations, such as when applying for government contracts, obtaining business license, or completing certain financial transactions.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Property Owners/ Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Special Power of Attorney (SPA) for non-owners/representatives		Lawyer		
• Deed of Sale in the absence of SPA		New Owner		
• Receipt of Payment		MTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present documents	Scrutinize and photocopy the documents	None	5 minutes/ per declaration	<i>Revenue Collection Clerk III</i> Municipal Treasurer's Office <i>Disbursing Officer II</i> Municipal Treasurer's Office <i>MTO Permanent Personnel</i> Municipal Treasurer's Office
2. Pay required fees	Receive payment and issue OR	80.00 per Tax declaration	10 minutes./ tax declaration	<i>MTO Permanent Personnel/Staff</i> Municipal Treasurer's Office
	Type Tax Clearance Sign Tax Clearance	None	5 minutes	<i>Municipal Treasurer</i> Municipal Treasurer's Office
3. Receive Tax Clearance	Release Tax Clearance	None	5 minutes	<i>MTO Permanent Personnel/Staff</i> Municipal Treasurer's Office
Total		80.00 per tax declaration	25 minutes	

5. Computation And Verification Of Fees

Computation and verification of fees involve calculating and confirming the accuracy of charges or fees associated with a particular transaction, service, or obligation. This process typically includes identifying the applicable fees, applying any relevant formulas or rates to determine the amounts owed, and verifying the calculations for accuracy. It may involve cross-checking the fees against established guidelines, regulations, or agreements to ensure compliance and fairness.

Office or Division:		Office of the Municipal Treasurer		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Property Owners/ Representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Tax Declaration		Assessor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present documents	Verify and compute tax	None	30 minutes/ per declaration	<i>Revenue Collection Clerk III</i> Municipal Treasurer's Office <i>Disbursing Officer II</i> Municipal Treasurer's Office <i>MTO Permanent Personnel</i> Municipal Treasurer's Office
2. Receive Computation of tax bill	Release computation	None	5 minutes	<i>MTO Permanent Personnel</i> Municipal Treasurer's Office
Total		None	35 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	Answer the client feedback form and drop it at the designated drop box inside HRMO Office
How feedback is processed?	<p>Every Friday, the HRMO opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact _____ or may email _____ at hrmo.lgurtr@gmail.com.</p>
How to file complaints?	<p>Answer the Complaint Form</p> <p>Complaints can also be filed via email. Make sure to provide the following information:</p> <ul style="list-style-type: none"> • Name of Person being complained • Incident • Evidence <p>Contact info: hrmo.lgurtr@gmail.com</p>
How complaints are processed?	<p>Evaluates and endorse the complaint to HRMO.</p> <p>Upon evaluation, the HRMO shall start investigation and forward the complaint to the relevant office for their explanation.</p> <p>The HRMO will create a report after the investigation and shall submit it to the Head of Department for appropriate action and HRMO will give the feedback to the client.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph : 1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



LIST OF OFFICES

Office	Address	Contact Information
Municipal Mayor's Office	Poblacion 1, RTR, ADN	0930 598 1757
Sanguniang Bayan Office	Poblacion 1, RTR, ADN	0907 113 8075
Municipal Budget Office	Poblacion 1, RTR, ADN	0975 218 2465
Municipal Accounting Office	Poblacion 1, RTR, ADN	0956 568 2593
Municipal Planning and Development Coordinator's Office	Poblacion 1, RTR, ADN	0949 885 2972
Municipal Engineering Office	Poblacion 1, RTR, ADN	0930 875 2291
Municipal Social Welfare and Development Office	Poblacion 1, RTR, ADN	0909 283 0781
Municipal Treasury Office	Poblacion 1, RTR, ADN	0938 381 7732
Municipal Assessor's Office	Poblacion 1, RTR, ADN	0915 555 9723
Municipal Civil Registrar's Office	Poblacion 1, RTR, ADN	0970 020 1203
Municipal Agriculture's Office	Poblacion 1, RTR, ADN	0917 125 3898
Municipal Disaster Risk Reduction and Management Office	Poblacion 1, RTR, ADN	0977 361 1558
Municipal Health Office	Poblacion 1, RTR, ADN	0950 649 5159
Bureau of Fire Protection	Poblacion 1, RTR, ADN	0931 721 8752
PNP RTR MPS	Poblacion 1, RTR, ADN	0951 239 8906
COMELEC	Poblacion 1, RTR, ADN	
Department of Trade and Industry	Poblacion 1, RTR, ADN	0917 834 3330
Department of Agrarian Reform	Poblacion 1, RTR, ADN	



OFFICE OF THE MUNICIPAL BUDGET OFFICER

INTERNAL SERVICES

1. Processing Of Payment Of Internet Billing

This service processes the payment of

Office or Division:	Office of the Municipal Budget Officer			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Service Provider			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Billing		Service provider		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email billing	Prepare CAFOA and voucher	None	1 hour	<i>Admin Aide I</i> Municipal Budget Office
	Record CAFOA	None	5 minutes	<i>Admin Aide I</i> Municipal Budget Office <i>Sr. Administrative Assistant I (Data Controller IV)</i> Municipal Budget Office
	Approval of CAFOA	None	5 minutes	<i>Municipal Budget Officer</i> Municipal Budget Office
	Submit to Accounting for processing Review and check complete supporting documents and computation	None	5 minutes	<i>Municipal Accountant</i> Municipal Accounting Office
	Journal Entry Voucher	None	5 minutes	<i>Accounting Clerk III</i> Municipal Accounting Office
	Submit to Treasury for processing Check the Availability of funds	None	10 minutes	<i>Municipal Treasurer</i> Municipal Treasurer's Office
	Sign CAFOA and voucher	None	2 minutes	<i>Municipal Treasurer</i> Municipal Treasurer's

				Office
	Proceed to Mayor's Office for Voucher Approval	None	30 minutes	<i>Municipal Mayor</i> Municipal Mayor's Office
	Return to treasury for check issuance	None	30 minutes	<i>Municipal Treasurer</i> Municipal Treasurer's Office <i>Admin Aide I</i> Municipal Treasurer's Office <i>Revenue Collection Clerk III</i> Municipal Treasurer's Office <i>Disbursing Officer II</i> Municipal Treasurer's Office
	Proceed to Mayor's Office for Check Approval	None	1 day	<i>Municipal Mayor</i> Municipal Mayor's Office
	Return to Accounting for Advice	None	15 minutes	<i>ALL Accounting Staff</i> Municipal Accounting Office
	To Treasury for Check Release	None	5 minutes	<i>Municipal Treasurer</i> Municipal Treasurer's Office
2. Receive payment	Submit payments	None	1 day	<i>Admin Aide I</i> Municipal Budget Office
Total		None	2 days, 2 hours, 52 minutes	

2. Review Of Annual/Supplemental Barangay Budget

Office or Division:	Office of the Municipal Budget Officer			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Government			
Who may avail:	Barangay Officials and residents concerned			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Budget Proposal with prescribed Local Budget Preparation Forms (5 copies) Appropriation Ordinance 		All Baransgays concern		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Barangay Annual/ Supplemental Budget with other documents required	Receive documents	None	10 min.	<i>Admin Aide I</i> Municipal Budget Office
	Review, evaluate process and sign	None	5 days	<i>Municipal Budget Officer</i> Municipal Budget Office
	Prepare transmittal letter and forward to the Municipal Council for approval			
	Forward to SB for legislation	None	10 min	<i>Admin Aide I</i> Municipal Budget Office
	Conduct session - formulate resolution	None	5 days	<i>SB Members & SB Secretary</i> Sangguniang Bayan Officer
2. Receive approved barangay budget	Endorse approved barangay budgets to the concerned barangays	None	1 day	<i>Sr. Admin Asst. I (Data Controller)</i> Municipal Budget Office
Total		None	11 days, 20 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	Answer the client feedback form and drop it at the designated drop box inside HRMO Office
How feedback is processed?	<p>Every Friday, the HRMO opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact or may email at hrmo.lgurtr@gmail.com.</p>
How to file complaints?	<p>Answer the Complaint Form</p> <p>Complaints can also be filed via email. Make sure to provide the following information:</p> <ul style="list-style-type: none"> • Name of Person being complained • Incident • Evidence <p>Contact info: hrmo.lgurtr@gmail.com</p>
How complaints are processed?	<p>Evaluates and endorse the complaint to HRMO.</p> <p>Upon evaluation, the HRMO shall start investigation and forward the complaint to the relevant office for their explanation.</p> <p>The HRMO will create a report after the investigation and shall submit it to the Head of Department for appropriate action and HRMO will give the feedback to the client.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph : 1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



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PNP RTR MPS	Poblacion 1, RTR, ADN	0951 239 8906
COMELEC	Poblacion 1, RTR, ADN	
Department of Trade and Industry	Poblacion 1, RTR, ADN	0917 834 3330
Department of Agrarian Reform	Poblacion 1, RTR, ADN	



**OFFICE OF THE MUNICIPAL SOCIAL WELFARE
AND DEVELOPMENT OFFICER
EXTERNAL SERVICES**

1. Aid To Individual In Crisis Situation (AICS)

Indigents/Distressed individual/family in need of financial assistance for medication, hospitalization, mortuary educational and transportation. The client is given limited financial assistance to augment their financial resources and defray the needed amount.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Government			
Who may avail:	Any bonafide resident of RTR who belongs to marginalized families or clients in need of assistance.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> 1 Valid Identification Card 		Gov't agencies; such as PhilHealth and etc.		
<ul style="list-style-type: none"> Certificate of Indigency /Certificate of the Client is in Need of Assistance; and depending on the circumstance of the client 		Office of the Punong Barangay		
For Burial Assistance				
<ul style="list-style-type: none"> Death Certificate 		Local Civil Registrar		
<ul style="list-style-type: none"> Funeral Contract 		Funeral Homes		
For Medication				
<ul style="list-style-type: none"> Medical Certificate/Medical Abstract 		Hospital / Attending Physician		
<ul style="list-style-type: none"> Medicines Prescription 		Hospital / Attending Physician		
For Hospitalization				
<ul style="list-style-type: none"> Medical Certification/Medical Abstract 		Hospital where the patient is confined		
<ul style="list-style-type: none"> Final Bill/Statement of Account 		Hospital where the patient is confined		
For Transportation Assistance				
<ul style="list-style-type: none"> Police Blotter (victim of pickpockets or illegal recruitment and etc.) 		Philippine National Police Station		
<ul style="list-style-type: none"> Letter Request address to the Municipal Mayor that the client is in need of transportation assistance. 		Client		
For Education				
<ul style="list-style-type: none"> Enrollment Assessment Form or Certificate of Enrolment or Registration 		School where the student is enrolled		
<ul style="list-style-type: none"> Validated School ID of the student beneficiary 		School where the student is enrolled		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the needed requirements	Conduct personal interview/assessment and prepare the needed attachments such as Obligation Request,	None	15 minutes	<i>Admin Aide / MSWDO Office</i>

	Disbursement Voucher, Form 200, and Certificate of Eligibility			
	Review and countersign the documents	None	5 minutes	<i>MSWD Officer</i> MSWDO Office
	Control budget appropriation	None	5 minutes	<i>Admin Aide I</i> Municipal Budget Office
	Approve and sign CAFOA		5 minutes	<i>Municipal Budget Officer</i> Municipal Budget Office
	Review and check the completeness of attached/supporting documents	None	20 minutes	<i>Municipal Accountant</i> Municipal Accounting Office
	Journal Entry Voucher Approve and sign Voucher			
	Control Disbursement Sign voucher	None	10 minutes	<i>Municipal Treasurer</i> Municipal Treasurer's Office
	Approve voucher	None	1 day	<i>Municipal Mayor</i> Municipal Mayor's Office
	Log, type and Issue check (In case of P2,500 above - Check and below P2,000 – Petty Cash)	None	30 minutes	<i>Municipal Treasurer</i> Municipal Treasurer's Office <i>Disbursing Officer II</i> Municipal Treasurer's Office
	Signing of Check	None	1 day	<i>Municipal Mayor</i> Municipal Mayor's Office
	Record and prepare check advice	None	15 minutes	<i>Municipal Accountant</i> Municipal Accounting Office
2. Receive check/	Record and release the	None	10 minutes	<i>Municipal Treasurer</i>

Petty Cash	check			Municipal Treasurer's Office
Total		None	2 days, 1 hour, 55 minutes	

2. Issuance Of Certificate Of Indigency

A certificate of Indigency is a pre-requisite for acquiring free services from other government agencies including Public Attorney's Office (PAO), PhilHealth Insurance Corporation (PHIC), Local Civil Registrar, and Commission on Higher Education (CHED).

Office or Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Government			
Who may avail:	Any bonafide resident of RTR who belongs below the poverty level.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Certificate of Indigency from the barangay where the client resides within the municipality of RTR, Agusan del Norte 			Office of the Punong Barangay	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the needed requirements	Review the documents presented	None	5 minutes	<i>Admin Aide / MSWD Office</i>
2. Receive the Certificate of Indigency	Prepare, sign and issue the Certificate of Indigency	None	5 minutes	<i>MSWD Officer / MSWD Office</i>
Total		None	10 minutes	

3. Securing Of Social Case Study Report

Indigents/Distressed individual/family can request the issuance of a Social Case Study Report from the Municipal Government through the Municipal Social Welfare and Development Office. A Social Case Study Report on the client's family, the problem, the impression and initial assessment of the case, and the recommended interventions. It is a requirement to avail of social services.

Office or Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Complex			
Type of Transaction:	G2C – Government to Government			
Who may avail:	Any bonafide resident of RTR who belongs to marginalized families or clients in need of assistance.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Any valid Identification Card 		Person needing the Social Case Study Report		
<ul style="list-style-type: none"> Certificate of Indigency & Residency /Certificate of the Client is in Need of Assistance; and depending on the circumstance of the client 		Office of the Barangay Captain		
For Burial Assistance				
<ul style="list-style-type: none"> Death Certificate 		Local Civil Registrar		
<ul style="list-style-type: none"> Funeral Contract 		Funeral Homes		
For Medication				
<ul style="list-style-type: none"> Medical Certificate/Medical Certificate 		Hospital / Attending Physician		
<ul style="list-style-type: none"> Medicines Prescription 		Hospital / Attending Physician		
For Hospitalization				
<ul style="list-style-type: none"> Medical Certification/Medical Abstract 		Hospital where the patient is confined		
<ul style="list-style-type: none"> Final Bill/Statement of Account 		Hospital where the patient is confined		
For Assistive Device				
<ul style="list-style-type: none"> Medical Certificate 		Mun. Health Office/Hospital/Health Clinic		
<ul style="list-style-type: none"> Whole Body Picture 		Client		
<ul style="list-style-type: none"> Certificate of Indigency 		Office of the Punong Barangay		
<ul style="list-style-type: none"> PWD ID Card 		Client		
<ul style="list-style-type: none"> Price Quotation for Prosthesis and hearing aid 		Pharmacy/store selling the assistive device or medical supply		
For Education				
<ul style="list-style-type: none"> Enrollment Assessment Form or Certificate of Enrolment or Registration 		School where the student is enrolled		
<ul style="list-style-type: none"> Validated School ID of the student beneficiary 		School where the student is enrolled		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the Office Log Book and Submit the requirements	Receives/ Reviews requirements	None	1 minute	MSWD Officer MSWD Office

2. Provide Information	Interviews the client to get pertinent information	None	30 minutes	MSWD Officer MSWD Office
	If a home visit is not necessary, the social worker Prepares and print the Social Case Study Report	None	2 days	MSWD Officer MSWD Office
3. Receive a copy of the Social Case Study Report (SCSR)	Release a copy of the Social Case Study Report	None	1 minute	MSWD Officer MSWD Office
Total		None	2 days, 32 minutes	

4. Issuance Of PWD ID And Purchase Slip Booklet

A PWD ID Card is proof that the person who owns the card has a disability and is eligible to avail of services stipulated under the law.

Office or Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Government			
Who may avail:	Any bonafide resident of RTR who is examined and assessed to have a disability whether temporary or permanent disability.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Personal appearance to the physician (Apparent) and/ Medical certificate indicating that a person has a disability (Non-apparent). 		MSWDO		
		Municipal Health Office Medical specialists depending on the type of disability Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	Check the requirements presented.	None	20 minutes	<i>MSWD Staff</i> MSWD Office
	Prepare and fill out the PWD Registration Form and issue a Certificate of Apparent Disability	None	30 minutes	<i>MSWD Officer</i> MSWD Office.
	Prepare PWD ID Card and Purchase Slip Booklet	None	1 day	<i>Admin Aide I</i> MSWD Office
	Facilitate the signing of the PWD ID Card and Purchase Slip Booklet by the PWD Municipal Federation and the Municipal Mayor	None		
2. Receive the PWD ID Card and Purchase Slip Booklet	Issue the PWD ID Card and Purchase Slip Booklet	None	5 minutes	<i>MSWD Staff</i> MSWD Office
Total		None	1 day, 55 minutes	

5. Issuance Of Senior Citizens ID And Purchase Slip Booklet

A Senior Citizens ID Card is proof that the person is 60 years old and above and eligible to avail of benefits and privileges stipulated in the law.

Office or Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Government			
Who may avail:	Any resident of Remedios T. Romualdez aged 60 years old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Certificate of Residency		Office of the Punong Barangay		
• Certificate of Live Birth		Local Civil Registrar (LCR)/Philippines Statistics Authority (PSA)		
• Recent 1x1 ID Pictures		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	Review the documents submitted	None	5 minutes	<i>Admin Aide I</i> MSWD Office
	Prepare the Senior Citizens ID and Purchase Slip Booklets	None	30 minutes	<i>Admin Aide I</i> MSWD Office
	Signing of Senior Citizens ID and Purchase Slip Booklets by the OSCA Head and Municipal Mayor	None	1 day	<i>OSCA President</i> Senior Citizen Office <i>Municipal Mayor</i> Municipal Mayor's Office
2. Receive the Senior Citizen ID Card and Purchase Slip Booklet	Release of Senior Citizens ID Card and Purchase Slip Booklet	None	5 minutes	<i>Admin Aide I</i> MSWD Office
Total		None	1 day, 40 minutes	

6. Issuance Of Solo Parent ID

A Solo Parent is a person who is solely taking care of his/her child, siblings, or grandchildren aged 22 years old and below.

Office or Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Government			
Who may avail:	Any solo parent who is residing in R.T Romualdez, Agusan del Norte.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Solo Parent Form		MSWDO		
• Barangay Certification that the applicant is a solo parent and a resident of the municipality		Office of the Punong Barangay		
• Certificate of Live Birth of children aged 22 years old and below		Local Civil Registrar (LCR)/Philippines Statistics Authority (PSA)		
• In case of widow/widower – Death Certificate of the spouse or of a common-law partner		MCR/PSA		
• In the case of annulment/legal separation – Annotation on the annulment/declaration of the nullity of marriage		Court		
• Sworn Affidavit Declaring that the Solo Parent has the sole parental care and support of the child/children		PAO/Private Attorney		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the needed requirement and accomplish Solo Parent Form	Review the documents submitted	None	10 minutes	MSWD Officer MSWD Office Admin Aide I MSWD Office
	Prepare the Solo Parent ID	None	30 minutes	MSWD Officer MSWD Office
	The signing of Solo Parent ID by the MSWD Head and Municipal Mayor	None	1 day	MSWD Officer MSWD Office Municipal Mayor Municipal Mayor's Office
2. Receive the Solo Parent ID Card	Release of Solo Parent ID Card	None	5 minutes	MSWD Officer MSWD Office Admin Aide I MSWD Office
Total		None	1 day, 45 minutes	

7. Special Social Services For Abused Children

Office or Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Children victims of abuse, exploitation, and discrimination			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report the incident at the MSWD Office	Conduct interviews, gather relevant information	None	15 minutes	<i>MSWD Officer</i> MSWD Office <i>Admin Aide I</i> MSWD Office
	If the client wanted to settle the problem, the MSWD Head arrange a schedule for the conduct of mediation	None	15 minutes	<i>MSWD Officer</i> MSWD Office
	Send the communication to the respondent through the barangay official	None	3 hours.	<i>Admin Aide I</i> MSWD Office
2. Attend the scheduled mediation	Conduct mediation of both parties	None	4 hours.	<i>MSWD Officer</i> MSWD Office
	Facilitate the formulation of an agreement for both parties	None	20 minutes.	<i>MSWD Officer</i> MSWD Office
	If the client wanted to file a case: Assist the client to the RTR MPS for blotter	None	1 hour.	<i>Admin Aide I</i> MSWD Office
	Assist the client to the Municipal Health Office for medico-legal examination	None	1 hour.	<i>Admin Aide I</i> MSWD Office
	Prepare Social Case Study Report	None	1 hour.	<i>MSWD Officer</i> MSWD Office

3. Attend in the filing of the case	Assist the client in filing the case	None	5 hours	Regional Trial Court
Total		None	1 day, 7 hours, 50 minutes	

8. Special Social Services For Women With Marital Conflicts And Victims Of Domestic Violence

Office or Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Women victims of domestic violence or having marital problems			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report the incident at the MSWD Office	Conduct interviews, gather relevant information	None	15 minutes	<i>MSWD Staff</i> MSWD Office
	If the client wanted to settle the problem, the MSWD Head arrange a schedule for the conduct of mediation	None	15 minutes	<i>MSWD Officer</i> MSWD Office
	Send the communication to the respondent through the barangay official	None	3 hours	<i>MSWD Staff</i> MSWD Office
2. Attend the scheduled mediation	Conduct mediation of both parties	None	4 hours	<i>MSWD Officer</i> MSWD Office
	Facilitate the formulation of an agreement for both parties	None	20 minutes	<i>MSWD Officer</i> MSWD Office
	If the client wanted to file a case: Assist the	None	1 hour	<i>MSWD Staff</i> MSWD Office

	client to the RTR MPS for blotter			
	Assist the client to the Municipal Health Office for medico-legal examination	None	1 hour	MSWD Staff MSWD Office
3. Attend in the filing of the case	Assist the client in filing the case	None	5 hours	Regional Trial Court
Total		None	1 day, 6 hours, 50 minutes	

9. Special Social Services For Children In Conflict With The Law (CICL) And Children At Risk (CAR)

A CICL and CAR need to undergo a series of activities to help him/her alter his/her negative behavior to become a responsible individual.

Office or Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	CAR and CICL in the municipality of RTR			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Appear at the MSWD Office	Receive CAR/CICL referred by the PNP and other partner agencies. Inform the parents, and guardians and advise them to appear at the MSWD Office	None	10 minutes	MSWD Officer MSWD Office Admin. Aide I MSWD Office
	Conduct interviews and gather relevant information	None	1 hour	MSWD Officer MSWD Office
	Conduct counseling/	None	2 hours	MSWD Officer MSWD Office

	advice giving			<i>Admin. Aide I</i> MSWD Office
	Turn-over the child to parents/guardians	None		<i>MSWD Officer</i> MSWD Office <i>Admin. Aide I</i> MSWD Office
2. Attend the mediation	In case there was no case filed, conduct mediation together with the child, the child's parent/s, and the victim	None	4 hours	<i>MSWD Officer</i> MSWD Office <i>Admin. Aide I</i> MSWD Office
	Facilitate the formulation of agreement between the two parties	None	30 minutes	<i>MSWD Officer</i> MSWD Office
	Refer to the BCPC for intervention	None	1 hour	<i>MSWD Officer</i> MSWD Office
	When the case is already filed in court, Conduct the additional interview for the determination of the child's discernment	None	3 hours	<i>MSWD Officer</i> MSWD Office
	Submit the Social Case Study Report focused on the assessment of Discernment to RTC Butuan	None	4 hours	<i>MSWD Officer</i> MSWD Office
Total		None	1 day, 7 hours, 40 minutes	

10. Referral of Clients to GO'S, NGO'S And Other Agencies

A Referral Letter is a document that links the client to the appropriate agency for further intervention and management.

Office or Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any bonafide resident of RTR who belongs below the poverty level.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Certificate of Indigency from the barangay where the client resides within the municipality 		Office of the Punong Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the needed documents	Review the documents presented	None	10 minutes	<i>MSWD Officer</i> MSWD Office
2. Receive the needed requirements	Prepare, sign and issue referral letter	None	10 minutes	<i>MSWD Officer</i> MSWD Office
Total		None	20 minutes	

11. Responsible Parenthood And Counseling Service

Office or Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Married man or woman, or any person having a common law partner who is experiencing relationship problem			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> None 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report the incident at the MSWD Office	Conduct interviews, gather relevant information	None	15 minutes	<i>MSWD Officer</i> MSWD Office
	the MSWD Head arrange a schedule for the conduct of mediation	None	15 minutes	<i>MSWD Officer</i> MSWD Office
	Send the communication to the	None	3 hours	<i>Admin Aide I</i> MSWD Office

	respondent through the barangay official			
2. Attend the scheduled mediation	Conduct mediation of both parties	None	4 hours	MSWD Officer MSWD Office
3. Sign and receive the agreement document	Facilitate the formulation of an agreement for both parties	None	20 minutes	MSWD Officer MSWD Office
Total		None	7 hours, 50 minutes	

12. Issuance of Certificate Of Financial Assessment

Office or Division:	Office of the Municipal Social Welfare and Development Officer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any bonafide resident of RTR who belongs below the poverty level.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Certificate of Indigency from the barangay where the client resides within the municipality of RTR, Agusan del Norte 		Office of the Punong Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the needed requirements	Review the documents presented	None	5 minutes	Admin Aide I MSWD Office
2. Receive the Certificate of Financial Assessment	Prepare, sign and issue the Certificate of Indigency	None	5 minutes	MSWD Officer MSWD Office
Total		None	10 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	Answer the client feedback form and drop it at the designated drop box inside HRMO Office
How feedback is processed?	<p>Every Friday, the HRMO opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact or may email at hrmo.lgurtr@gmail.com.</p>
How to file complaints?	<p>Answer the Complaint Form</p> <p>Complaints can also be filed via email. Make sure to provide the following information:</p> <ul style="list-style-type: none">• Name of Person being complained• Incident• Evidence <p>Contact info: hrmo.lgurtr@gmail.com</p>
How complaints are processed?	<p>Evaluates and endorse the complaint to HRMO.</p> <p>Upon evaluation, the HRMO shall start investigation and forward the complaint to the relevant office for their explanation.</p> <p>The HRMO will create a report after the investigation and shall submit it to the Head of Department for appropriate action and HRMO will give the feedback to the client.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph : 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



LIST OF OFFICES

Office	Address	Contact Information
Municipal Mayor's Office	Poblacion 1, RTR, ADN	0930 598 1757
Sanguniang Bayan Office	Poblacion 1, RTR, ADN	0907 113 8075
Municipal Budget Office	Poblacion 1, RTR, ADN	0975 218 2465
Municipal Accounting Office	Poblacion 1, RTR, ADN	0956 568 2593
Municipal Planning and Development Coordinator's Office	Poblacion 1, RTR, ADN	0949 885 2972
Municipal Engineering Office	Poblacion 1, RTR, ADN	0930 875 2291
Municipal Social Welfare and Development Office	Poblacion 1, RTR, ADN	0909 283 0781
Municipal Treasury Office	Poblacion 1, RTR, ADN	0938 381 7732
Municipal Assessor's Office	Poblacion 1, RTR, ADN	0915 555 9723
Municipal Civil Registrar's Office	Poblacion 1, RTR, ADN	0970 020 1203
Municipal Agriculture's Office	Poblacion 1, RTR, ADN	0917 125 3898
Municipal Disaster Risk Reduction and Management Office	Poblacion 1, RTR, ADN	0977 361 1558
Municipal Health Office	Poblacion 1, RTR, ADN	0950 649 5159
Bureau of Fire Protection	Poblacion 1, RTR, ADN	0931 721 8752
PNP RTR MPS	Poblacion 1, RTR, ADN	0951 239 8906
COMELEC	Poblacion 1, RTR, ADN	
Department of Trade and Industry	Poblacion 1, RTR, ADN	0917 834 3330
Department of Agrarian Reform	Poblacion 1, RTR, ADN	



OFFICE OF THE MUNICIPAL ENGINEER EXTERNAL SERVICES



1. Municipal Building Permit

Office or Division:	Office of the Municipal Engineer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Letter Request 			Complainant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client logbook/ Request Letter from client	Assist client in signing logbook	None	5 minutes	<i>Draftsman Mun. Engineering Office</i>
2. Geotagging	Conduct Geotagging	None	4 hrs. maximum	
3. Provide forms for Building Permit	Provide forms to clients	None	5 minutes	
4. Receive and review documents from the clients	Check the documents		4 hrs.	
5. Issue Order of payment		*Indigenous - Php 315.00 *Standard- Depending on the area and bill of materials	5 minutes	
6. Approving Application			1 hr	<i>Engineer II/ Municipal Engineer Mun. Engineering Office</i>
Total		Depending on the area and bill of materials	9 hours, 10 minutes	

2. Request Detailed Engineering

Office or Division:	Office of the Municipal Engineer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Request Letter			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Planning & Design		None	3 days to 3 months depends on complexity and Budgetary Allocation of Project	<i>Draftsman/ Engineer II/ Admin. Aide I/ Municipal Engineer Mun. Engineering Office</i>
2. POW preparation for Barangays & Line Agencies Request		None	4 hrs.	<i>Admin. Aide I Engineer II/ Admin. Aide I Mun. Engineering Office</i>
3. Conduct of Project Inspection		None	3 hrs.	<i>Engineer II/ Municipal Engineer Mun. Engineering Office</i>
4. Issuance of Project Monitoring Report		None	10 min.	
Total		None	3 days to 3 months with 7 hours & 10 mins.	

3. Maintenance of Infrastructure Facilities

Office or Division:	Office of the Municipal Engineer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Request Letter 			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Street Lights & other Electrical Facilities		None	20 mins per street light	<i>Electrician designate/ Municipal Engineer</i> Mun. Engineering Office
2. Heavy Equipment Usage		None	20 mins.	<i>Mechanic designate/ Municipal Engineer</i> Mun. Engineering Office
3. Municipal Lights/ Water Facilities		None	1 hr	<i>Electrician designate/ Municipal Engineer</i> Mun. Engineering Office
4. Maintenance of Road networks		None	Maximum' of 5 days/brgy	<i>Engineer II/ Municipal Engineer</i> Mun. Engineering Office
Total		None	Depending on the number of infra facilities required to be fix	



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	Answer the client feedback form and drop it at the designated drop box inside HRMO Office
How feedback is processed?	<p>Every Friday, the HRMO opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact or may email at hrmo.lgurtr@gmail.com.</p>
How to file complaints?	<p>Answer the Complaint Form</p> <p>Complaints can also be filed via email. Make sure to provide the following information:</p> <ul style="list-style-type: none"> • Name of Person being complained • Incident • Evidence <p>Contact info: hrmo.lgurtr@gmail.com</p>
How complaints are processed?	<p>Evaluates and endorse the complaint to HRMO.</p> <p>Upon evaluation, the HRMO shall start investigation and forward the complaint to the relevant office for their explanation.</p> <p>The HRMO will create a report after the investigation and shall submit it to the Head of Department for appropriate action and HRMO will give the feedback to the client.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph : 1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



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COMELEC	Poblacion 1, RTR, ADN	
Department of Trade and Industry	Poblacion 1, RTR, ADN	0917 834 3330
Department of Agrarian Reform	Poblacion 1, RTR, ADN	



**OFFICE OF THE MUNICIPAL ENVIRONMENTAL
AND NATURAL RESOURCES
EXTERNAL SERVICES**

1. Respond To Environmental Related Issues And Complaints

Office or Division:	Office of the Municipal Engineer/ MENRO			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Complaint letter 			As set by the Office of the MENR	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Report to the Office. Submit the letter of complaint (if available)	a.) Receive the letter (if there is any). Ask the client the fill in their information in the log book	None	5 minutes	<i>Admin. Aide I</i> MENR Office
8. Provide further important details about the concern/ issue reported to the office	b.) Ask for an in-depth and detailed information about the concern/issue received from the client	None	1 hour	<i>Admin. Aide I</i> MENR Office
3. Approach MENRO personnel for complaints	c.) Conduct site inspection for verification and further data gathering	None	1 day	<i>Admin. Aide I</i> MENR Office <i>MENRO Designate</i> MENR Office
	b. Conduct site inspection with the involved parties	None	3 hours	<i>Admin. Aide I</i> MENR Office <i>MENRO Designate</i> MENR Office
	c. Generate report documents & prepare report for referral to concerned higher authority	None	1 day	<i>Admin. Aide I</i> MENR Office <i>MENRO Designate</i> MENR Office
Total		None	2 days/ 4 hrs. & 5 minutes	



2. Request Special Conduct of Environmental Related Information, Education Communication

Office or Division:	Office of the Municipal Engineer/ MENRO			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Request Letter 			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Sign in client logbook	Assist client in signing in	None	3 minutes	<i>Admin. Aide I</i> MENR Office
6. Submit request letter	Received & record request letter	None	5 minutes	<i>Admin. Aide I</i> MENR Office
	Conduct IEC	None	Max 3 hours	<i>Admin. Aide I</i> MENR Office <i>MENRO Designate</i> MENR Office
Total		None	Max 3 hours and 8 mins.	



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	Answer the client feedback form and drop it at the designated drop box inside HRMO Office
How feedback is processed?	<p>Every Friday, the HRMO opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact or may email at hrmo.lgurtr@gmail.com.</p>
How to file complaints?	<p>Answer the Complaint Form</p> <p>Complaints can also be filed via email. Make sure to provide the following information:</p> <ul style="list-style-type: none"> • Name of Person being complained • Incident • Evidence <p>Contact info: hrmo.lgurtr@gmail.com</p>
How complaints are processed?	<p>Evaluates and endorse the complaint to HRMO.</p> <p>Upon evaluation, the HRMO shall start investigation and forward the complaint to the relevant office for their explanation.</p> <p>The HRMO will create a report after the investigation and shall submit it to the Head of Department for appropriate action and HRMO will give the feedback to the client.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph : 1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



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COMELEC	Poblacion 1, RTR, ADN	
Department of Trade and Industry	Poblacion 1, RTR, ADN	0917 834 3330
Department of Agrarian Reform	Poblacion 1, RTR, ADN	



**OFFICE OF THE
MUNICIPAL PLANNING & DEVELOPMENT
COORDINATOR
EXTERNAL SERVICES**

1. Issuance Of Zoning Certification

Office or Division:	Office of the MPDC			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Property Owner			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Request Letter 			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log thru log book and accomplish Customer Request Form	Assist clients in logging in & accomplishing request form	None	3 minutes	<i>Project Development Assistant</i> MPDC Office
2. Provide relevant information and submit required documents	Ask for information on what relevant documents they need to submit	None	15 minutes	<i>MPDC</i> MPDC Office
	*Receive the documents *Review and check the completeness of the documents submitted	None	5 minutes	<i>MPDC</i> MPDC Office
3. Pay the corresponding fees to Municipal Treasury Office. Then, return to MPDC to present the Original copy of Payment Receipt	Issue Order of Payment	80.00	5 minutes	<i>MPDC</i> MPDC Office
	Receive OR then Proceed to scheduling of site evaluation	None	9 days	<i>MPDC</i> MPDC Office
	Evaluating of Site	None	1 day	<i>MPDC</i> MPDC Office <i>Project Development Assistant</i> MPDC Office
	Prepare Evaluation Report	None	30 minutes	<i>MPDC</i> MPDC Office
	Approve Application	None	30 minutes	<i>MPDC</i> MPDC Office
4. Claim Zoning Certification and fill-up Feedback Form	Release Zoning Certification	None	10 minutes	<i>MPDC</i> MPDC Office
	Assist client	None	10 minutes	<i>MPDC</i> MPDC Office
Total		80.00	10 days, 1 hour, 48 minutes	



2. Provision Of Socio-Economic Data, Municipal Map/ Other Documents

Office or Division:	Office of the MPDC			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Property Owner			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Request Form			Client	
• I.D			Client	
• Official Receipt			Client/Municipal Treasury Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in three logbook *Accomplish customer request form	Assist client	None	3 minutes	<i>Project Development Assistant</i> MPDC Office
2. Provide necessary information	Interview client regarding the type and purpose of the data needed	None	3 minutes	<i>Project Development Assistant</i> MPDC Office
	Issuing of order of payment	None	5 minutes	<i>Project Development Assistant</i> MPDC Office
7. Pay the required fee	Issue OR and	80.00	5 minutes	<i>Revenue Collection Clerk III</i> Municipal Treasurer's Office
8. Provision of Data needed and accomplish Feedback Form	Issue the Data needed	None	10 minutes	<i>Project Development Assistant</i> MPDC Office
	Assist client	None	10 minutes	<i>MPDC</i> MPDC Office
Total		80.00	36 minutes	

3. Issuance Of Zoning Location Zoning Clearance For Residential/ Apartment/ Townhouse/ Institution Commercial Industrial/Agro Industrial Project

Office or Division:	Office of the MPDC			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Property Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in thru log book *Accomplish customer Request Form	Assist client	None	3 minutes	<i>Project Development Assistant</i> MPDC Office
2. Accomplish Application Form and submit document required	Provide Require Forms	None	15 minutes	<i>MPDC</i> MPDC Office
	Receive documents *Check the completeness of documents submitted	None	5 minutes	<i>MPDC</i> MPDC Office <i>Project Development Assistant</i> MPDC Office
3. Pay the corresponding fees to Municipal Treasury Office and return to MPDC to present the Original Payment of Receipt	Issue Order of Payment	80.00	5 minutes	<i>MPDC</i> MPDC Office
	Receive OR then Proceed to scheduling of site evaluation	None	9 days	<i>MPDC</i> MPDC Office
	Evaluating of Site	None	1 day	<i>MPDC</i> MPDC Office <i>Project Development Assistant</i> MPDC Office
	Prepare Evaluation Report	None	30 minutes	<i>MPDC</i> MPDC Office
	Approve Application	None	30 minutes	<i>MPDC</i> MPDC Office
4. Claim Zoning Clearance	Release Zoning Clearance	None	10 minutes	<i>MPDC</i> MPDC Office
	Assist client	None	10 minutes	<i>MPDC</i> MPDC Office
Total		80.00	10 days, 1 hour, 43 minutes	

4. Issuance Of Zoning Certificate/s

Office or Division:	Office of the MPDC			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Property Owner			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Land Title			ROD	
• Tax Declaration			Assessor	
• Vicinity Map			Assessor	
• Official Receipt			Treasurer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign Logbook Submit documents	Check and review documents Assess property	None	5 minutes	<i>MPDC</i> MPDC Office
2. Pay for required fees	Prepare and issue receipt	80.00	5 minutes	<i>Municipal Treasurer</i> Municipal Treasurer's Office
3. Receive Zoning Certificate	Release	None	5 minutes	<i>MPDC</i> MPDC Office <i>Project Development Assistant</i> MPDC Office
Total		80.00	15 minutes	

5. Locational Clearance

Office or Division:	Office of the MPDC			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Property Owner			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Application Form/ Checklist			MPDC	
• Site Development Plan			Private Civil Engineer	
• Land Title			ROD	
• Vicinity Map			Assessor	
• Official Receipt			Treasurer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign logbook Accomplish Application form and submission of complete documents	Check and review documents Site Evaluation	None	1 day	<i>MPDC</i> MPDC Office
2. Pay for required fees	Prepare and issue receipt	80.00	5 minutes	<i>Municipal Treasurer</i> Municipal Treasurer's Office
3. Receive clearance	Release	None	5 minutes	<i>MPDC</i> MPDC Office <i>Project Development Assistant</i> MPDC Office
Total		80.00	1 day, 10 minutes	

6. Provision Of Socio-Economic Data, Maps And Other Documents

Office or Division:	Office of the MPDC			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Property Owner			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Data Request Form			MPDC	
• Letter of Intent			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign logbook Submit letter of intent and accomplish data request form	Receive and review documents	None	5 minutes	<i>MPDC</i> MPDC Office <i>Project Development Assistant</i> MPDC Office
2. Provide details/ purpose of the request verbally	Interview client	None	30 minutes	<i>MPDC</i> MPDC Office <i>Project Development Assistant</i> MPDC Office
3. Fill-up CSS Receive requested data/documents	Prepare and issue requested data/ documents	None	5 minutes	<i>MPDC</i> MPDC Office <i>Project Development Assistant</i> MPDC Office
Total		None	40 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	Answer the client feedback form and drop it at the designated drop box inside HRMO Office
How feedback is processed?	<p>Every Friday, the HRMO opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact or may email at hrmo.lgurtr@gmail.com.</p>
How to file complaints?	<p>Answer the Complaint Form</p> <p>Complaints can also be filed via email. Make sure to provide the following information:</p> <ul style="list-style-type: none">• Name of Person being complained• Incident• Evidence <p>Contact info: hrmo.lgurtr@gmail.com</p>
How complaints are processed?	<p>Evaluates and endorse the complaint to HRMO.</p> <p>Upon evaluation, the HRMO shall start investigation and forward the complaint to the relevant office for their explanation.</p> <p>The HRMO will create a report after the investigation and shall submit it to the Head of Department for appropriate action and HRMO will give the feedback to the client.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph : 1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



LIST OF OFFICES

Office	Address	Contact Information
Municipal Mayor's Office	Poblacion 1, RTR, ADN	0930 598 1757
Sanguniang Bayan Office	Poblacion 1, RTR, ADN	0907 113 8075
Municipal Budget Office	Poblacion 1, RTR, ADN	0975 218 2465
Municipal Accounting Office	Poblacion 1, RTR, ADN	0956 568 2593
Municipal Planning and Development Coordinator's Office	Poblacion 1, RTR, ADN	0949 885 2972
Municipal Engineering Office	Poblacion 1, RTR, ADN	0930 875 2291
Municipal Social Welfare and Development Office	Poblacion 1, RTR, ADN	0909 283 0781
Municipal Treasury Office	Poblacion 1, RTR, ADN	0938 381 7732
Municipal Assessor's Office	Poblacion 1, RTR, ADN	0915 555 9723
Municipal Civil Registrar's Office	Poblacion 1, RTR, ADN	0970 020 1203
Municipal Agriculture's Office	Poblacion 1, RTR, ADN	0917 125 3898
Municipal Disaster Risk Reduction and Management Office	Poblacion 1, RTR, ADN	0977 361 1558
Municipal Health Office	Poblacion 1, RTR, ADN	0950 649 5159
Bureau of Fire Protection	Poblacion 1, RTR, ADN	0931 721 8752
PNP RTR MPS	Poblacion 1, RTR, ADN	0951 239 8906
COMELEC	Poblacion 1, RTR, ADN	
Department of Trade and Industry	Poblacion 1, RTR, ADN	0917 834 3330
Department of Agrarian Reform	Poblacion 1, RTR, ADN	



OFFICE OF MUNICIPAL AGRICULTURIST EXTERNAL SERVICES

1. Enrollment In The Registry System For Basic Sectors In Agriculture (RSBSA)

RSBSA is a basic requirement in availing agri-fishery related government services particularly for the programs and projects of DA- its bureaus, attached agencies and corporations. It is a registry of farmers, fisher folks, and farm laborers that serves as a targeting mechanism for the identification of beneficiaries for different agriculture-related programs and services of the government. Additionally, livestock and poultry growers are classified as farmers under the RSBSA supplemental guideline and are therefore eligible to register to the RSBSA as long as they meet all other criteria for registration. Furthermore, only designated DA personnel have access to the registry and these personnel are expected to treat with due care, diligence and confidentiality all the recorded information in accordance with the Data Privacy Act of 2012.

Office or Division:	Office of the Agriculture
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Farmers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> RSBSA enrollment form Filled-up RSBSA form must be signed by <ul style="list-style-type: none"> A. MAFC Chairman B. Brgy Captain/ City/Municipal Veterinarian (Livestock)/ Mill District Officer (sugarcane)/ IP Leader/ C/M/PARO (ARB) C. City/Municipal Agriculturist 	Municipal Agriculturist Office
<ul style="list-style-type: none"> Certificate of Transfer/ 	Municipal Assessor Office/ DAR
<ul style="list-style-type: none"> Emancipation Patent/ 	ROD BUTUAN
<ul style="list-style-type: none"> Individual Certificate of Land Ownership Award (CLOA)/ 	DAR BUTUAN
<ul style="list-style-type: none"> Collective CLOA/ 	DAR
<ul style="list-style-type: none"> Co-ownership CLOA/ 	DAR
<ul style="list-style-type: none"> Agricultural Sales Patent/ 	ROD
<ul style="list-style-type: none"> Homestead Patent/ 	
<ul style="list-style-type: none"> Free Patent/ 	
<ul style="list-style-type: none"> Certificate of Title or Regular Title/ 	ROD
<ul style="list-style-type: none"> Certificate of Ancestral Domain Title/ 	NCIP
<ul style="list-style-type: none"> Tax Declaration 	MUN. ASSESSOR OFFICE
<ul style="list-style-type: none"> Brgy Certification 	BARANGAY HALL

Valid ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Required Documents	Review and check the completeness of documents submitted	None	30 minutes	<i>Agricultural Technologist</i> Municipal Agriculturist Office
	Signing of RSBSA Form by Municipal Agriculturist	None	10 minutes	<i>Municipal Agriculturist</i> Municipal Agriculturist Office
	Fill-in RSBSA Reference Number, encoding of client data & detachment of RSBSA stub (clients copy)	None	10 minutes	<i>Agricultural Technologist</i> Municipal Agriculturist Office
2. Receive RSBSA stub (client copy)	Provide the detached RSBSA stub (clients copy)	None	5 minutes	<i>Agricultural Technologist</i> Municipal Agriculturist Office
Total		None	55 minutes	

2. Rice Sector: Distribution Of Palay Seeds

Distributing palay seeds to farmers serves key purposes contributing to agricultural productivity, food security and socio-economic development. The use of high quality palay seed is essential for achieving optimal crop yields and can lead to increased farmers income. The new and improved varieties of palay seeds are also developed to address the challenges on pests and diseases, adverse weather conditions and yield gaps. In summary distributing high quality palay seeds to the farmers enhance agricultural productivity, promotes sustainable farming practice and ensures food security.

Office or Division:	Office of the Municipal Agriculture			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• RSBSA stub		RSBSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present RSBSA stub	Check farmer's data	None	30 minutes	<i>Agricultural Technologist Municipal Agriculturist Office</i>
2. Masterlist of recipients with signature and feedback forms		None	10 minutes	<i>Municipal Agriculturist/ Agricultural Technologist Municipal Agriculturist Office President Farmer's Association</i>
2. Receive Palay Seeds Distributed	Distribute palay seeds based on the approved masterlist	None	30 minutes	<i>Municipal Agriculturist/ Agricultural Technologist Municipal Agriculturist Office President Farmer's Association</i>
Total		None	1 hour, 10 minutes	

3. Rice Sector: Distribution Of Fertilizer (Fertilizer Disbursement Voucher)

Office or Division:	Office of the Municipal Agriculture			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• RSBSA stub			RSBSA	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present RSBSA stub	Check farmer's data	None	30 minutes	<i>Agricultural Technologist Municipal Agriculturist Office</i>
2. Masterlist of recipients with signature and feedback forms		None	10 minutes	<i>Municipal Agriculturist/ Agricultural Technologist Municipal Agriculturist Office President Farmer's Association</i>
3. Receive fertilizer distributed	Distribute fertilizer based on the approved masterlist	None	30 minutes	<i>Municipal Agriculturist/ Agricultural Technologist Municipal Agriculturist Office President Farmer's Association</i>
Total		None	1 hour, 10 minutes	

4. Rice Sector: Distribution Of Rat Poison

Rats may cause crop damage at any stage, from seedbed to post-harvest storage. They may cut or uproot newly transplanted seedlings. They cut developing tillers was the base usually in a 45% angle. Rat poison are classified into acute or fast-acting and choric or slow-acting poisons.

Office or Division:		Office of the Municipal Agriculture		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• RSBSA stub		RSBSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Rat Poison	Assist client during signing in Masterlist of recipients	None	5 minutes	<i>Municipal Agriculturist</i> Municipal Agriculturist Office <i>Agricultural Technologist</i> Municipal Agriculturist
2. Receive rat poison distributed	Distribute rat poison (sachets) based on farm area (ha)	None	10 minutes	<i>Municipal Agriculturist</i> Municipal Agriculturist Office <i>Agricultural Technologist</i> Municipal Agriculturist
Total		None	15 minutes	

5. Rice Sector: Distribution Of Techno Demo Inputs

The techno demo seeks to showcase quality agricultural productivity and farm income of farmer-beneficiaries through the sustained supply and use improved rice technologies. Specifically it aims to: 1) introduce to farmers new and recommended high quality seeds; 2) continually make available to farms high quality and recommended which normally are costly are inadequately available in the local market; 3) increase the intensity and frequency in the use of high quality seeds for planning purposes by farming.

Office or Division:		Office of the Municipal Agriculture		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• RSBSA stub		RSBSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present RSBSA stub	Check farmer data	None	30 minutes	<i>Agricultural Technologist Municipal Agriculturist</i>
2. Receive techno demo inputs	Distribute inputs based on the approved masterlist	None	2 hours	MA Daohog / ATs / FAs
Total		None	2 hours, 30 minutes	

6. Rice Sector: **Generate Rice Crop Manager Recommendations**

Rice Crop Manager Objective is to bring actionable and timely crop management recommendation to farmers and agricultural extension workers (AEWS) to increase yields and incomes. RCM is currently a web-based tool and android application whose target users are AEWS, crop advisors, input providers, and farmer leaders who interview farmers. It is web-based comprehensive decision-making tool to support increasing the yield and income of rice farmers to sustain the rice sufficiency of the country. RCM recommendations are provided to farmers through a one-page print-out and a short messaging service (SMS) to improve and guide crop management. It enables extension workers to use a computer or smartphone to provide farmers with crop management recommendations matching their field conditions.

Office or Division:	Office of the Municipal Agriculture			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• RSBSA stub			RSBA	
• Signed farmer consent form			Municipal Agriculture Office	
• Copy of generated recommendations and attendance of farmers			Municipal Agriculture Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present RSBSA stub	Check farmer data Interview farmer	None	15 minutes	AT assigned in the barangay
2. Receive RCM recommendation	Give recommendation	None	30 minutes	<i>Municipal Agriculturist/ Agricultural Technologist Municipal Agriculturist Office</i> <i>President Farmer's Association</i>
Total		None	45 minutes	

7. High Value Crop Development Program Sector: **Distribution Of Planting Materials (Vegetable Seeds, Fruit Seedlings, Etc.)**

Provide quality planning materials for priority commodities to enhance productivity and production of high value crops helps ensure food security, increase farmers income and livelihood opportunities

Office or Division:	Office of the Municipal Agriculture			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• RSBSA stub			RSBA	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present RSBSA stub	Check farmer data	None	30 minutes	<i>Agricultural Technologist</i> Municipal Agriculturist Office
2. Sign liquidation documents	Assist farmer	None	5 minutes	<i>Agricultural Technologist</i> Municipal Agriculturist Office
3. Receive planting materials distributed	Distribute planting materials	None	30 minutes	<i>Municipal Agriculturist</i> Municipal Agriculturist Office <i>Agricultural Technologist</i> Municipal Agriculturist Office <i>President</i> Farmer's Association
Total		None	1 hour, 5 minutes	

8. Corn Sector: **Distribution Of Corn Seeds**

The distribution of corn seeds to farmers under the corn seeds assistance program is in support of achieving food security and sufficiency in the country.

Office or Division:	Office of the Municipal Agriculture			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• RSBSA stub			RSBA	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present RSBSA stub	Check farmer data	None	30 minutes	<i>Agricultural Technologist</i> Municipal Agriculturist Office
2. Sign liquidation documents		None	10 minutes	<i>Municipal Agriculturist</i> Municipal Agriculturist Office <i>Agricultural Technologist</i> Municipal Agriculturist Office <i>President</i> Farmer's Association
3. Receive corn seeds distributed	Distribute corn seeds based on the approved masterlist	None	30 minutes	<i>Municipal Agriculturist/ Agricultural Technologist</i> Municipal Agriculturist Office <i>President</i> Farmer's Association
Total		None	1 hour, 10 minutes	

9. Fisheries Sector: Distribution Of Fingerlings

This program aims to secure a food security initiative to increase the output of local fishpond throughout the year.

Office or Division:	Office of the Municipal Agriculture			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> RSBSA stub 			RSBA	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present RSBSA stub	Check farmer data	None	10 minutes	<i>Agricultural Technologist</i> Municipal Agriculturist Office
2. Sign liquidation documents		None	10 minutes	<i>Municipal Agriculturist</i> Municipal Agriculturist Office <i>Agricultural Technologist</i> Municipal Agriculturist Office <i>President</i> Farmer's Association
3. Receive fingerlings distributed	Distribute fingerlings based on the approved masterlist	None	30 minutes	<i>Municipal Agriculturist</i> Municipal Agriculturist Office <i>Agricultural Technologist</i> Municipal Agriculturist Office <i>President</i> Farmer's Association
Total		None	50 minutes	

10. Livestock Sector: Notice Of Loss

A process to provide compensation to eligible livestock raisers who have suffered livestock death losses in excess normal mortality.

Office or Division:	Office of the Municipal Agriculture			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Photocopy of RSBSA stub & valid ID			Client	
• Photo of the reported livestock			Client	
• Notice of Loss Form (for PCIC Insurance Claim)			Municipal Agriculture Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit Municipal Agriculture Office to report	Interview farmer	None	30 minutes	<i>Agriculturist II</i> Municipal Agriculture Office
2. Fill-up Notice of Loss Form & submit with complete attachments	Check the documents submitted	None	30 minutes	<i>Agriculturist II</i> Municipal Agriculture Office
3. Submission to PCIC-Butuan		None	1 day	<i>President/Member</i> Farmer's Association
Total		None	1 day, 1 hour	

11. Animal Medical Outreach Activity

Provide healthcare support services to animals to ensure their well-being and their quality of life leading to an increase production of livestock and poultry.

Office or Division:	Office of the Municipal Agriculture			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Letter Request from Barangay Council 			Office of the Barangay Council	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter Request from Barangay Council	Recommending Approval from MA	None	5 minutes	<i>Agriculturist II</i> Municipal Agriculture Office
2. Sign liquidation documents		None	10 minutes	<i>Agriculturist II</i> Municipal Agriculture Office
3. Avail the services	Conduct Animal Medical Outreach	None	4 hours	<i>Agriculturist II</i> Municipal Agriculture Office
Total		None	4 hours, 15 minutes	

12. Dog Tag Registration

Provides the real benefit of helping to assist public health and safety. All registered must have dogs and must have proof on Anti- Rabbits vaccination annually.

Office or Division:	Office of the Municipal Agriculture			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Dog Owner/ Raiser			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Official Receipt of Dog Tag (OR) 			Municipal Treasury Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Conduct interview to dog pet owner/raiser	Entry all needed information	None	3 minutes	<i>Agricultural Technologist</i> Municipal Agriculture Office
2. Pay for Dog Tag fees	Receive payment and issue OR	90.00	5 minutes	<i>Revenue Collection Clerk III/ Staff</i> Municipal Treasurer's Office
3. Receive dog tag registration number	Release dog tag logo with registration number	None	20 minutes	<i>Agricultural Technologist</i> Municipal Agriculture Office
Total		90.00	28 minutes	

13. Animal Dispersal/Re-Dispersal Program

The continuing animal dispersal aims to eradicate extreme poverty and to address the declining livestock population by providing income generating opportunities to disadvantaged families.

Office or Division:		Office of the Municipal Agriculture		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Marginalized backyard livestock/poultry raisers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Note coming from our MA & LCE for final approval/acceptance 		Municipal Agriculture Office & Municipal Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive livestock dispersal	Availment of the said program/project	None	3 minutes	<i>Agricultural Technologist</i> Municipal Agriculture Office
2. Secure & Process form for PCIC Livestock Insurance	Receive accomplished forms & review for submission to PCIC	None	30 minutes	<i>Agricultural Technologist</i> Municipal Agriculture Office
Total		None	33 minutes	

14. Anti-Rabies Vaccination; Ask/Secure For Animal Drugs/Medicine (Animal Dewormer, Vitamin Supplement, Anti-Biotics)

Provides protection and health to the animals, pet animals and to the owners.

Office or Division:		Office of the Municipal Agriculture		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Fill up logbook for specific service to all farmer-clientele 		Municipal Agriculture Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Conduct interview to pet dog owner/raiser	Perform anti-rabies/ scabies vaccination & et. Al	None	3 minutes	<i>Agricultural Technologist</i> Municipal Agriculture Office
2. Conduct interview to backyard livestock/ poultry raisers	Provide animal dewormer/ vit supple/ vet drugs & et. al	None	3 minutes	<i>Agricultural Technologist</i> Municipal Agriculture Office
Total		None	6 minutes	

15. Farm Machinery Request: **Compliance Of Minimum Requirements**

Compliance for Agricultural Program for Farm Machineries.

Office or Division:		Office of the Municipal Agriculture		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of Intent 		Association		
<ul style="list-style-type: none"> Certificate of Registration 		DOLE		
<ul style="list-style-type: none"> Certificate of Good Standing 		DOLE/SEC/any registering agency of the association		
<ul style="list-style-type: none"> Certificate of Accreditation 		DA-RFO 13/ LGU		
<ul style="list-style-type: none"> Resolution 		Association		
<ul style="list-style-type: none"> List of Officers and Members 		Association		
<ul style="list-style-type: none"> MAFC Certification 		MAFC Chairman		
<ul style="list-style-type: none"> MAO Endorsement 		Municipal Agriculture Office		
<ul style="list-style-type: none"> PAO Endorsement 		DA-RFO 13		
<ul style="list-style-type: none"> Farmers Organizational Profile 		Association		
<ul style="list-style-type: none"> Certificate of Availability of Counterpart 		Association		

• Proposal	Association			
• Geo tagged Photos (during validation)	DA-RFO 13			
• Certificate of Registration	DOLE/SEC/any registering agency of the association			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit Municipal Agriculture Office to secure minimum requirement documents	Interview Farmer Association Officer & provide the list of minimum requirements	None	1 hour	<i>Agricultural Technologist Municipal Agriculturist Office</i>
2. Submit minimum required documents	Check the documents submitted	None	1 hour	<i>Agricultural Technologist Municipal Agriculturist Office</i>
	Issue MAO Endorsement/ Certification	None	1 day	<i>Municipal Agriculturist Municipal Agriculturist Office</i>
3. Submission of minimum requirement to PAO, DA, PhilMech		None	1 day	<i>President/ Member Farmer's Association</i>
Total		None	2 days, 2 hours	

16. Distribution Of Information, Education And Communication (IEC) Materials

These materials are composed of rich many of recourse designed to empower and uplift the agricultural community. Dive into a world of informative content expert and educational materials and effective communication tools. These print materials such as posters, brochures, flyers, billboards, etc. are intended to draw attention to information about agricultural commodity, diseases, propagations, and other information.

Office or Division:		Office of the Municipal Agriculture		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Farmers		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> RSBSA stub 			RSBSA	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit Municipal Agriculture Office	Interview farmer	None	30 min	<i>Agricultural Technologist</i> Municipal Agriculturist Office <i>Municipal Agriculturist</i> Municipal Agriculturist Office
2. Sign liquidation documents		None	5 min	<i>Agricultural Technologist</i> Municipal Agriculturist Office <i>Municipal Agriculturist</i> Municipal Agriculturist Office
3. Receive IEC materials	Distribute IEC materials based on the need of the client	None	10 min	<i>Agricultural Technologist</i> Municipal Agriculturist Office <i>Municipal Agriculturist</i> Municipal Agriculturist Office
Total		None	45 minutes	

17. DCA Agri-Farm School: Rice Machinery Operations (RMO) NCII And Farmers Field School (FFS)

Rice Machinery Operating (RMO) NCII is a short course outlined by TESDA in Philippines to help and train individual about the progress operation and maintenance of rice machineries to obtain quality rice. Production of high- quality inbred rice, seed certification and farm mechanization.

The FFS (farmers Field School) on production of high quality inbred rice seeds certification and farm mechanization brings the farmers together for an intensive training on the most current rice farming system. The FFS shall be designed to train farmers on soil fertility and water, resources management, local varietal selection and justification farm mechanization, marketing, record keeping and financial literacy.

Office or Division:	Office of the Municipal Agriculture			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• RSBSA stub			RSBSA	
• Birth Certificate (PSA)			PSA	
• Marriage Certificate (PSA) – Married only			PSA	
• 4 pcs Passport size ID picture (with white background wearing collared shirt)			Client	
• 2 pcs 1 x1 size ID picture (with white background wearing collared shirt)			Client	
• Enrollment Form			Municipal Agriculture Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit Municipal Agriculture Office to apply & secure enrollment documents	Interview farmer	None	30 minutes	<i>Admin Aide I</i> Municipal Agriculturist Office
2. Submit required enrollment documents	Checking & approval of documents submitted	None	30 minutes	<i>Admin Aide I</i> Municipal Agriculturist Office <i>Municipal Agriculturist</i> Municipal Agriculturist Office
3. Attendance to training classes /	Monitor attendance of students	None	15 minutes	<i>Admin Aide I</i> Municipal Agriculturist

sessions				Office <i>Municipal Agriculturist Municipal Agriculturist Office</i>
4. Attendance during graduation and assessment	Monitor attendance of students	None	15 minutes	<i>Admin Aide I Municipal Agriculturist Office</i> <i>Municipal Agriculturist Municipal Agriculturist Office</i>
5. Receive allowance	Comply documents required by TESDA for the release of student allowance	None	30 minutes	<i>Admin Aide I Municipal Agriculturist Office</i>
	Comply documents required for the Benchmarking Activity (FFS) & liquidation	None	1 week	<i>Agricultural Technologist/ Municipal Agriculturist Municipal Agriculturist Office</i>
6. Participate in the Benchmarking Activity (FFS)	Conduct Benchmarking	None	1 day	<i>Municipal Agriculturist</i>
	Comply documents required for assessment (RMO NCII)	None	1 day	<i>Admin Aide I Municipal Agriculturist Office</i>
7. Participate in the RMO NCII assessment	Conduct Assessment	None	1 day	
Total		None	11 days, 2 hours	

18. Rice, Corn, Fishery, Livestock & Poultry, High Value Crop Development Sectors: **PCIC Insurance Application**

Implementation of the “Agricultural Insurance for farmer and fisher folks under the RSBSA” as provide for under RA 11639 or the Gen. Appropriations Act, FY 2022.

The “Agricultural Insurance for farmers fisher folk under the RSBSA to be refined from as “RSBSA program” is a special component of the Agricultural Insurance program being implement by the Philippines Crop Insurance Corporation (PCIC) .Funded under General Appropriation Act (GAA), it is an intervention measure designed to protect the investment made by subsistence farmers and fisher folks in agricultural productivity. Target farmers and fisher folks are those listed in the Registry System for basic Sector in Agriculture or RSBSA.

Office or Division:	Office of the Municipal Agriculture			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Photocopy of RSBSA stub & valid ID			Client	
• Location Map			Municipal Assessor Office	
• Application forms			Farmer Association/ Mun. Agriculture Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for rice crop insurance and submit requirements	Interview farmer	None	30 minutes	Farmer's Association
2. Receive sign application form	Check and sign the insurance application forms	None	15 minutes	<i>Agricultural Technologist</i> Municipal Agriculturist Office <i>Municipal Agriculturist</i> Municipal Agriculturist Office
Total		None	45 minutes	

19. Rice, Corn, Fishery, High Value Crop Development Sectors: **Damage Report**

Damage report is the provision of the details of the damage, confirmation and degree of the damage after a storm, pest and disease outbreak, etc. that inflict agricultural crops and livestock. This will be the basis for determining assistance from government for rehabilitation of damages crops and livestock, one of criteria if an LGU will declare the municipality under the state of calamity and for farmers insurance claim crop Phil Crop Insurance Corp.

Office or Division:	Office of the Municipal Agriculture			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• RSBSA stub		Client		
• Photo of the reported damage area		Client		
• Claim for Indemnity Form (for PCIC insurance claim)		Client/ Mun. Agriculture Office		
• Initial list of Farmers Affected per Barangay		Mun. Agriculture Office		
• Damage assessment report form		Mun. Agriculture Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit Municipal Agriculture Office to report for the damage	Interview farmer	None	30 minutes	Farmer Association
	Prepare Damage Assessment Report for DA and Provincial Agriculture Office (Non- PCIC claim)	None	2 days	<i>Agricultural Technologist</i> Municipal Agriculturist Office
	Check and sign the damage assessment report	None	1 day	<i>Municipal Agriculturist</i> Municipal Agriculturist Office
	Submission of damage assessment report Submission of Claim for Indemnity (for PCIC insurance claim)	None	1 day	<i>Municipal Agriculturist/ Agricultural Technologist</i> Municipal Agriculturist Office <i>President/ Members</i> Farmers Association
Total		None	4 days, 30 minutes	

20. Rice, Corn, Fishery, High Value Crop Development Sectors: **Issuance Of Certifications**

Issuance of certification is the action /process into providing farmers with an official document attesting that he/she is an actual tiller of the land he/she is tilling. It is necessary document in availing loans from bank registration in RSBSA, and legal purposes.

Office or Division:		Office of the Municipal Agriculture		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Farmers		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> RSBSA stub 			Client	
<ul style="list-style-type: none"> Farm Plan and Budget (for loan application) 			Mun. Agriculture Office/Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit Municipal Agriculture Office to secure certification	Interview farmer	None	1 hour	<i>Municipal Agriculturist/ Agricultural Technologist</i> Municipal Agriculturist Office <i>President/ Members</i> Farmers Association
	Prepare the certificate	None	1 hour	<i>Agricultural Technologist</i> Municipal Agriculturist Office
2. Secure payment for the certification	Receive Payment	80.00	20 min	<i>Revenue Collection Clerk III</i> Municipal Treasurer's Office
3. Receive Certification	Check and sign the certificate	None	1 day	<i>Municipal Agriculturist</i> Municipal Agriculturist Office
Total		80.00	1 day, 2 hours, 20 minutes	

21. Fits Center: Consultations

Farmers Information Technology Services Center serves as a reliable source of information on the latest agricultural technologies, practices and market trends. By keeping farmers updated, they can make informed decisions and optimize their farming methods. This will serve as a one-stop office facility of the municipality with its main function being to provide ready access to IEC materials and services for farms and youth among others.

Office or Division:	Office of the Municipal Agriculture			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit Municipal Agriculture Office	Interview farmer	None	1 hour	<i>Municipal Agriculturist Municipal Agriculturist Office Agricultural Technologist Municipal Agriculturist Office</i>
2. Receive services/ advices	Provide relevant information on the certain concern of the farmer	None	3 hours	<i>Municipal Agriculturist Municipal Agriculturist Office Agricultural Technologist Municipal Agriculturist Office</i>
Total		None	4 hours	

22. Request For Public Documents

Public document is one that is issued by a government official in the course of his /her duties within the scope of his/her authority and in conformity with legal requirements. Farmers, stockholders and other government agencies usually request public document for their reports, planning programs, loan requirements.

Office or Division:	Office of the Municipal Agriculture			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Approved Letter Request 			Office of the Municipal Mayor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit Municipal Agriculture Office to request for the document	Interview client	None	1 day	<i>Municipal Agriculturist</i> Municipal Agriculturist Office <i>Agricultural Technologist</i> Municipal Agriculturist Office
2. Receive the document/s requested	Provide the document	None	10 minutes	<i>Municipal Agriculturist</i> Municipal Agriculturist Office <i>Agricultural Technologist</i> Municipal Agriculturist Office
Total		None	1 day, 10 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	Answer the client feedback form and drop it at the designated drop box inside HRMO Office
How feedback is processed?	<p>Every Friday, the HRMO opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact _____ or may email _____ at hrmo.lgurtr@gmail.com.</p>
How to file complaints?	<p>Answer the Complaint Form</p> <p>Complaints can also be filed via email. Make sure to provide the following information:</p> <ul style="list-style-type: none">• Name of Person being complained• Incident• Evidence <p>Contact info: hrmo.lgurtr@gmail.com</p>
How complaints are processed?	<p>Evaluates and endorse the complaint to HRMO.</p> <p>Upon evaluation, the HRMO shall start investigation and forward the complaint to the relevant office for their explanation.</p> <p>The HRMO will create a report after the investigation and shall submit it to the Head of Department for appropriate action and HRMO will give the feedback to the client.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph : 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



LIST OF OFFICES

Office	Address	Contact Information
Municipal Mayor's Office	Poblacion 1, RTR, ADN	0930 598 1757
Sanguniang Bayan Office	Poblacion 1, RTR, ADN	0907 113 8075
Municipal Budget Office	Poblacion 1, RTR, ADN	0975 218 2465
Municipal Accounting Office	Poblacion 1, RTR, ADN	0956 568 2593
Municipal Planning and Development Coordinator's Office	Poblacion 1, RTR, ADN	0949 885 2972
Municipal Engineering Office	Poblacion 1, RTR, ADN	0930 875 2291
Municipal Social Welfare and Development Office	Poblacion 1, RTR, ADN	0909 283 0781
Municipal Treasury Office	Poblacion 1, RTR, ADN	0938 381 7732
Municipal Assessor's Office	Poblacion 1, RTR, ADN	0915 555 9723
Municipal Civil Registrar's Office	Poblacion 1, RTR, ADN	0970 020 1203
Municipal Agriculture's Office	Poblacion 1, RTR, ADN	0917 125 3898
Municipal Disaster Risk Reduction and Management Office	Poblacion 1, RTR, ADN	0977 361 1558
Municipal Health Office	Poblacion 1, RTR, ADN	0950 649 5159
Bureau of Fire Protection	Poblacion 1, RTR, ADN	0931 721 8752
PNP RTR MPS	Poblacion 1, RTR, ADN	0951 239 8906
COMELEC	Poblacion 1, RTR, ADN	
Department of Trade and Industry	Poblacion 1, RTR, ADN	0917 834 3330
Department of Agrarian Reform	Poblacion 1, RTR, ADN	



OFFICE OF THE MUNICIPAL HEALTH OFFICER EXTERNAL SERVICES

1. General Consultation

Service Schedule: Monday, Tuesday, Thursday And Friday:

Office or Division:		Office of the Municipal Health Officer		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Referral Form 		Barangay Health Station		
<ul style="list-style-type: none"> PhilHealth ID if PHIC member 		PhilHealth Office		
<ul style="list-style-type: none"> Certificate of Indigency 		Respective Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Priority Number and present required documents	<ul style="list-style-type: none"> -Get Individual Treatment Record (ITR) -Review and check submitted documents 	None	5 minutes	<i>On Duty RHU Personnel</i> Municipal Health Office
2. Vital Signs Taking and screening	<ul style="list-style-type: none"> Take patients vital signs Ask patient for chief complaints and record to ITR 	none	10 minutes	<i>RHU Staff, Nurse</i>
3. Consult doctor for medical concerns	<ul style="list-style-type: none"> Perform medical and physical examination Advise patient to undergo laboratory testing if needed 	None	15 minutes	<i>Municipal Health Officer</i> Municipal Health Office <i>Nurse I</i> Municipal Health Office
4. Undergo Laboratory testing/examination Upon receiving the laboratory result, immediately return to	<ul style="list-style-type: none"> Perform laboratory tests as requested by MHO 	None if PHIC	15 minutes - 2 hours (depends on laboratory test requested)	<i>Medical Technologist</i> Municipal Health Office

the doctor				
5. Receive medical advice and referral if needed	Give medical advice and provide prescription/ medicine	None	15 minutes	<i>Municipal Health Officer</i> Municipal Health Office
6. Receive medicines	Provide prescribed medicines to patients with proper instructions		10 minutes	Nurse, RHU Staff on duty
Total		None	2 hours, 55 minutes	

2. Family Planning

Service Schedule: Tuesday

Office or Division:	Office of the Municipal Health Officer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Married Couple / Women			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Family Planning 1 Form 		Barangay Health Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Take vital signs, weight and height	Take patients vital signs, weight and height Record vital statistic to patient Individual Treatment Record	None	10 minutes	<i>Barangay Health Worker</i> Municipal Health Officer
2. Provide relevant information and choose Family Planning Method for new client	Conduct counselling and introduce different Family Planning Methods	None	30 minutes	<i>Midwife/s</i> Municipal Health Office
3. Receive different type of birth control such as: a. Pills b. Depo c. Implant d. IUD e. Condom	Provide patient with her chosen family planning method	None	20 minutes	<i>Midwife/s</i> Municipal Health Office
Total		None	1 hour	

3.TB Consultation

Service Schedule: Monday-Friday (Afternoon):

Office or Division:		Office of the Municipal Health Officer		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Individuals with PTB, presumptive/Suspect TB patients, Close contacts of PTB patients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Referral Form		Barangay/Doctor/ Hospital		
• PhilHealth ID/MDR if PHIC member		PhilHealth Office		
• Certificate of Indigency		Barangay		
• Laboratory Result		Hospital, Diagnostic Center, Municipal Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Priority Number at TB DOTS and present required documents and take vital signs, weight and height	Take patients vital signs, weight and height Record vital signs to patient Individual Treatment Record	None for Indigent, PWD, Senior Citizen, IPS	5 minutes	<i>Barangay Health Worker</i> Municipal Health Office
2. Proceed to doctor's room for check-up	Conduct Check-up/consultation Advise patient to undergo laboratory testing and issue Laboratory Request form	None for Indigent, PWD, Senior Citizen, IPS	20 minutes	<i>Municipal Health Officer</i> Municipal Health Office
3. Undergo Laboratory examination (Chest X-ray, Gen Xpert) if needed	Refer patient		7 days	<i>HRH</i> Municipal Health Office
4. If diagnosed with TB, receive	Initiate patient's treatment as ordered by MHO or other public/private	None for Indigent, PWD, Senior Citizen, IPS	30 minutes	<i>Nurse I</i> Municipal Health Office

immediate medication	physician			
Total		None	7 day, 55 minutes	

4. Non-Communicable Disease/ Lifestyle Related Disease Program

1. HYPERTENSION
2. DIABETES
3. MENTAL HEALTH
4. PWD
5. SMOKING CESSATION

Service Schedule: **Thursday:**

Office or Division:	Office of the Municipal Health Officer			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Referral Form			Barangay/Doctor/ Hospital	
• PhilHealth ID			PhilHealth	
• Certificate of Indigency			Barangay Hall	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Priority Number and present referral form and take vital signs, weight and height	Take patients vital signs, weight and height Record vital signs to patient Individual Treatment Record	None	5 minutes	<i>RHU STAFF ON DUTY</i> Municipal Health Office
2. Proceed to doctor's room for check-up	Conduct Check-up/consultation Advise patient to undergo laboratory testing and issue Laboratory Request form	None	15 minutes	<i>Municipal Health Officer</i> Municipal Health Office
3. Undergo Laboratory testing Upon	Assist patient Conduct laboratory examination and issue lab results	None	15 minutes	<i>Medical Technologist</i> Municipal Health Office

receiving the laboratory result, immediately return to the doctor				
4. Receive medical advice and/ prescription/ medicine	Interpret lab results, provide medical advice and give prescription or medicine	None	15 minutes	<i>Municipal Health Officer</i> Municipal Health Office
Total		None	50 minutes	

5. Immunization And Well Baby Check-Up Referral From Barangay Immunization And Prenatal Check Ups

Schedule: Wednesday:

Office or Division:		Office of the Municipal Health Officer		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Referral Form 		Barangay/Doctor/ Hospital		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Priority Number and present referral form and take vital signs, weight and height	Take patients vital signs, weight and height Record vital signs to patient Individual Treatment Record	None	10 minutes	<i>Barangay Health Worker</i> Municipal Health Office
2. Proceed to MHO room for check-up	Conduct Check-up/consultation Advise patient to undergo laboratory testing and issue Laboratory Request form as needed	None	20 minutes	Municipal Health Office
Total		None	30 minutes	

6. Person Who Used Drugs (PWUDs) Assessment And Drug Dependence Evaluation

Schedule: Thursday (Afternoon):

Office or Division:		Office of the Municipal Health Officer		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Referral Form			Barangay	
• Request Letter			RTC	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Priority Number and present referral form and take vital signs, weight and height	Take patients vital signs, weight and height Record vital signs to patient Individual Treatment Record	None	10 minutes	<i>RHU Staff on Duty</i> Municipal Health Office
2. Provide relevant information	Assess patient's drug used history and conduct Drug Dependent Evaluation Record data Drug in <i>Assessment Form and Drug dependent evaluation form</i>	None	1 hour	<i>Midwife/s</i> Municipal Health Office
3. Seek counsel and take a drug test	Conduct Counselling and collect patient's specimen for drug testing	None	15 minutes	<i>Medical Technologist</i> Municipal Health Office
4. Prepare DDE Report and submit to Regional Trial Court	Issue referral	None	1 hour.	<i>Municipal Health Officer</i> Municipal Health Office
Total		None	2 hours and 25 minutes	

7. Mental Health Assessment and Follow-Up

Schedule: Thursday (Afternoon):

Office or Division:	Office of the Municipal Health Officer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Referral Form 			Hospital, Barangay Health Station, School	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Priority Number and present required documents	<p>Take patients vital signs, weight and height</p> <p>Review and check submitted documents</p> <p>Record vital signs to patient Individual Treatment Record</p>	None	5 minutes	<i>On Duty RHU Personnel</i> Municipal Health Office
2. Consult physician for medical and mental health concern	<p>Conduct consultation and mental health assessment</p> <p>-Refer patient as needed</p>	None	45 minutes	<i>Municipal Health Officer</i> Municipal Health Office <i>Nurse I</i> Municipal Health Office
3. Receive medicine and injection as prescribed	Administer medicines as prescribed	None	15 minutes	<i>RHU Personnel</i> Municipal Health Office
Total		None	1 hour and 5 minutes	

8. Adolescent Counseling

Schedule: Thursday (Afternoon)

Office or Division:	Office of the Municipal Health Officer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Request Letter 			Adolescent School Coordinator, Barangay Health Station	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Priority Number and present required documents	Take patients vital signs, weight and height Review and check submitted documents Record vital signs to patient Individual Treatment Record	None	5 minutes	<i>On Duty RHU Personnel</i> Municipal Health Office
2. Receive counseling	Conduct counseling	None	30 minutes	<i>RHU Personnel</i> Municipal Health Office
Total		None	35 minutes	

9. Pre-Natal Check-Up

Schedule: **Friday**

Office or Division:	Office of the Municipal Health Officer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Prenatal book 		Barangay Health Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Priority Number and present required documents	Take patients vital signs, weight and height Review and check submitted documents Record vital signs to patient Individual Treatment Record	None	5 minutes	<i>Barangay Health Worker</i>
2. Proceed to Prenatal room for prenatal procedures		None	30 minutes	<i>Midwife</i>
3. Undergo laboratory examination/ ultrasound	Assist client, extract specimen for laboratory exam and issue lab results	None	1 day	<i>Medical Technologist Municipal Health Office</i>
4. Return to prenatal Area and present laboratory results and ultrasound	Record results	None	10 minutes	<i>Midwife's Municipal Health Office</i>
Total		None	1 hour and 45 minutes	

10. Dental Services

Schedule: Monday-Wednesday (Morning)

Office or Division:	Office of the Municipal Health Officer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> PhilHealth if PHIC member 		Barangay		
<ul style="list-style-type: none"> Certificate of Indigency 		Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Priority Number and present required documents	Take patients vital signs, weight and height; Review and check submitted documents; Record vital signs to patient Individual Treatment Record	None	5 minutes	<i>RHU Staff</i> Municipal Health Office
2. Pay required fees to Treasurer's Office	Issue OR payment		5 minutes	<i>RCC</i> Municipal Treasurer's Office
3. Proceed to dental room for tooth check-up and/ tooth extraction	Perform Dental Check up and/or Tooth Extraction	None	Check up- 15 minutes Tooth Extract- 30 minutes	<i>Dentist</i>
4. Get medicines	Dispense medicines as prescribed	None	15 minutes	<i>RHU Staff</i>
Total			1 hour and 10 minutes	

11. Business Permit

1. Tricycle/ Motorcycle
2. Sari-Sari Store
3. Bakeshoppe And Other Food Establishments
4. Vendor
5. Agrivet

Schedule: Monday-Friday

Office or Division:	Office of the Municipal Health Officer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Specimen (Urine, Stool, Sputum/Chest x-ray) 		Hospital/laboratories/RHU Laboratory		
<ul style="list-style-type: none"> • Health Card 		Municipal Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Rural Sanitary Inspector (RSI) to ask for requirements		none	5 minutes	<i>Rural Sanitary Inspector</i> Municipal Health Office
2. Submit specimen as required (Sputum, Urine, Stool)	Perform laboratory examinations as required	198.00 per person	15 minutes	Medical Technologist
3. Undergo medical examination and issuance of Health Card and Sanitary Permit	Perform medical examination, read laboratory results and issue Health Card and Sanitary permit		15 minutes	Municipal Health Officer, Rural Sanitary Inspector
Total		None	35 minutes	

12. Medical And Medico-Legal Certificate

Schedule: Monday-Friday:

Office or Division:	Office of the Municipal Health Officer			
Classification:	Complex Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Referral Form		PNP/MSWDO		
• PhilHealth ID		PhilHealth		
• Certificate of Indigency		Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure priority number	Get Individual Treatment Record (ITR)	none	5 minutes	<i>RHU Staff</i> Municipal Health Office
Vital Sign Takings and Assessment	Take patient's vital signs and record chief complaints		10 minutes	<i>RHU staff, Nurse</i> Municipal Health Office
2. Medical/Medico-legal Consultation	Perform medical/medico-legal examination	none	20 minutes- 2 hours (depending on the case)	<i>Municipal Health Officer</i> Municipal Health Office
3. Laboratory Examination if needed/required	Perform laboratory examination as requested	none	20 minutes	<i>Medical Technologist</i> Municipal Health Office
4. Issuance of Medical /Medico-legal Certificate	Issue medical/medico-legal certificate	200.00 250.00	10 minutes	<i>RHU Staff</i> Municipal Health Office
Total		450.00	2 days, 1 hour, 5 minutes	

13. Issuance Of Death Certificate

Schedule: **Monday-Friday: 8:00 Am-5:00 Pm**

Office or Division:	Office of the Municipal Health Officer			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Medical Certificate/Medical Abstract or other patient's medical records 		Hospital, Public/Private Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach RHU staff at information area	Get the Individual Treatment Record (ITR)	none	5 minutes	<i>RHU Staff</i> Municipal Health Office
2.MHO Interview and assessment of death thru verbal autopsy using auto-analyze program from DOH	Conduct interview to the family/significant other of the deceased to identify cause of death	none	30 minutes	<i>Municipal Health Officer</i> Municipal Health Office
3.Secure death certificate	Certifying the death certificate and affix signature	none	5 minutes	<i>Municipal Health Officer</i> Municipal Health Office
Total		None	40 minutes	

14. Monthly Monitoring of At Risk-Preschool Children

Schedule: Monday- Friday

Office or Division:		Office of the Municipal Health Officer		
Classification:		Simple Transaction		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> None 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Weight and Height Measurement	Measure weight and height of at-risk children	none	5 minutes	<i>RHU Staff/ BNS</i> Municipal Health Office
2. Referral of at-risk children	Refer at-risk children to MNAO	none	5 minutes	<i>MNAO</i> Municipal Health Office
3. Consultation and Enrollment of identified MAM and SAM children	Enroll Moderately Acute Malnourished Children to Targeted Supplemental Feeding Program and Severely Acute Malnourished Children to Outpatient Therapeutic Care	none	30 minutes	<i>Municipal Health Officer, Nurse, MNAO, Midwife</i> Municipal Health Office
Total		None	40 minutes	

15. Maternal And Neonatal Care (Birthing Clinic)

Schedule: Monday-Sunday 24/7

Office or Division:	Office of the Municipal Health Officer			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• PhilHealth MDR		Barangay/Patient		
• Mother and Child Booklet		MHO/Patient		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Admission	Patient's clinical data and vital signs taking	5,000.00 (None if PHIC)	15 minutes	<i>RHU Staff/ Midwife</i> Municipal Health Office
2. Labor Monitoring	Monitor interval and frequency of labor	None	every 2 hours of monitoring within 5-6 hours (depends on patient's progress of labor)	<i>RHU Staff/Midwife</i> Municipal Health Office
3. Child Delivery	Attend patient's delivery aseptically	None	1-2 hours (depends on the progress of labor)	<i>Municipal Health Officer, Nurse, MNAO, Midwife</i> Municipal Health Office
4. Maternal and Neonatal Postpartum Care	<ul style="list-style-type: none"> ➤ Administer Oxytocin 0.5ml IM to mother ➤ Perform newborn care and anthropometric measurement ➤ Administer Vitamin K and Hepa-B Vaccine 	None	15-30 minutes	<i>Nurse, Midwife, RHU Staff</i> Municipal Health Office
5. Medical and physical examination	<ul style="list-style-type: none"> ➤ Assess and examine mother and newborn's status 	None	15-20 minutes	<i>Municipal Health Officer</i> Municipal Health Office
6. Recovery	<ul style="list-style-type: none"> ➤ Monitor mother 	None	Every 15	<i>RHU Staff, Midwife</i>

	and newborn's vital signs		minutes for 2 hours then every 4 hours thereafter if stable for 24-48 hours	Municipal Health Office
7. Newborn Screening Test		If non-PHIC- 2,000.00	5-15 minutes	<i>Medical Technologist</i> Municipal Health Office
Newborn Hearing Test		If non-PHIC- 500.00	10-15 minutes	<i>MHO, Nurse</i> Municipal Health Office
		None if PHIC		
8. Discharge	-Provide health teachings and discharge instructions		10-15 minutes	<i>RHU Staff, Midwife</i> Municipal Health Office
Total		7,500.00 (NO payment for PHIC)	24-48 hours (depends on patient's status and recovery)	

16. PhilHealth Enrollment for Indigent

Schedule: Monday-Friday (Afternoon):

Office or Division:	Office of the Municipal Health Officer			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Birth Certificate of Member and Dependents		PSA		
• Marriage contract if married		PSA		
• Certificate of Indigency		Barangay Hall		
• Certificate of Financial Assessment		MSWDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements	➤ Check client's requirements if complete	none	15 minutes	<i>RHU Staff/ PhilHealth Coordinator Municipal Health Office</i>
Total		None	15 minutes	



17. Laboratory Examination

1. FASTING BLOOD SUGAR
2. AFB/ SPUTUM EXAM
3. URINALYSIS
4. STOOL EXAMINATION
5. OB Panel

Schedule: **Monday- Friday**

Office or Division:		Office of the Municipal Health Officer		
Classification:		Simple Transaction		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Laboratory Request (if applicable) 			Hospital, BHS, MHO, Private/Public Physician	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the laboratory request		None if PHIC	2 minutes	<i>Medical Technologist</i> Municipal Health Office
2. A. Submit specimen: > sputum > urine > stool B. Blood	Perform laboratory examination as requested; >Urinalysis > AFB Exam > Stool Exam > Pregnancy test (excluding the cost of material)	100.00	1-2 hours	<i>Medical Technologist</i> Municipal Health Office
		66.00	5 minutes	
		100.00		
		100.00		
	>FBS/RBS	110.00	5-10 minutes	
	> Blood Typing	88.00	5-10 minutes	
	> Hemoglobin	77.00	5-10 minutes	
3. Refer lab result to MHO	-Read and analyze laboratory result - medical consultation		5-10 minutes	<i>Municipal Health Officer</i> Municipal Health Office
Total		Depends on the requested laboratory	2 hours and 20 minutes (depends on the laboratory examination requested)	

18. Pharmacy

Schedule: Monday-Friday

Office or Division:	Office of the Municipal Health Officer			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Prescription • Doctor's Order 		Hospital, Municipal Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the prescription/ doctor's order	Provide prescribed medicines and give proper instructions to the patients	none	5-10 minutes	<i>RHU Staff on duty, Nurse</i> Municipal Health Office
2. Sign the medicine receiving form	Assist patient	none	5 minutes	<i>RHU Staff on duty</i> Municipal Health Office
Total		None	15 minutes	

19. Nutrition Services

Service Schedule: Monday-Friday:

Office or Division:	Office of the Municipal Health Officer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Referral Form 		Barangay Health Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Priority Number and present required documents	<ul style="list-style-type: none"> -Get Individual Treatment Record (ITR) -Review and check submitted documents 	None	5 minutes	<i>On Duty RHU Personnel</i> Municipal Health Office
2. Vital Signs Taking and Nutritional Status Assessment	<ul style="list-style-type: none"> Take patients vital signs Ask patient for chief complaints and record to ITR Assess for nutritional status 	none	10 minutes	<i>RHU Staff, MNAO, MNPC</i>
3. Consult physician for medical and nutritional concerns	<ul style="list-style-type: none"> Perform medical and physical examination Advise patient to undergo laboratory testing if needed 	None	15-20 minutes	<i>Municipal Health Officer</i> Municipal Health Office
4. Undergo Laboratory testing/examination Upon receiving the laboratory result, immediately return to	Perform laboratory tests as requested by MHO	None if PHIC	15 minutes - 2 hours (depends on laboratory test requested)	<i>Medical Technologist</i> Municipal Health Office

the doctor				
5. Receive medical advice and referral if needed	<p>Give medical advice and refer to Supplemental Feeding Program as needed based on assessment</p> <p>-Refer back to Barangay Health Station for monitoring</p>	None	15 minutes	<p><i>Municipal Health Officer</i> Municipal Health Office</p> <p>- MNAO, MNPC</p>
6. Receive medicines	Provide prescribed medicines to patients with proper instructions as ordered	None	10 minutes	Nurse, MNAO, MNPC
Total		None	1-2 hours	



**OFFICE OF THE
SANGGUNIANG BAYAN
EXTERNAL SERVICES**

1. Issuance Of A Franchise To Operate

Pursuant to the provision of sub-paragraph VI, paragraph 3, Section 447 “a” of the 1991 Local Government Code which states to with: “Subject to the guidelines prescribed by the Department of Transportation and Communications, shall regulate the operation of tricycles and grant franchises for the operation thereof within the territorial jurisdiction of the municipality, “the Sangguniang Bayan is given the legislative authority to issue franchise ordinances for the operation of tricycles within the territorial jurisdiction of the municipality.”

SERVICE SCHEDULES:

Monday to Friday
8:00 am to 12:00 noon
1:00 pm to 5:00 pm

Office or Division:	Office of the Municipal Health Officer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Business Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Community Tax Certificate		Municipal Treasury Office		
• Barangay Clearance		Barangay Hall		
• Police Clearance		Cabadbaran City		
• Photocopy of O.R and C.R of vehicle (motorcycle)		Client		
• Health Certificate		Health Office		
• Stencil of motor and chassis numbers of Vehicle		Client		
• Copy of Old Franchise (for the purpose of renewing a franchise)		Client		
• Long folder		Client		
• O.R of the payment for filing fee		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a checklist of requirements and submit the same to Sangguniang Bayan Office	Accept all documentary requirements and verify completeness	None	5 min.	<i>Admin. Aide I</i> Sangguniang Bayan Office
2. Receive notice of inspection	Set the schedule for the inspection of the unit (tricycle), prepare and issue notice of inspection	None	15 min.	<i>Admin. Aide I</i> Sangguniang Bayan Office
	Include application in	None	3 min.	<i>Admin. Aide I</i> Sangguniang

	the folder of agenda for the next immediate regular session. (Unit 12:00 noon every Tuesday)			Bayan Office
	Refer application to the Committee on Transportation and Communications. (On a regular session immediately after the submission of documentary requirements by the applicant)	None	1 min	<i>The Honorable Presiding Officer Sangguniang Bayan Office</i>
	Inspect the unit (Every Thursday following its referral)	None	10 min	<i>Members of the Inspection Team (IT) Sangguniang Bayan Office</i>
3. Bring the unit (tricycle) for inspection	Prepare Inspection Report	None	5 min	<i>Admin. Aide I Sangguniang Bayan Office</i>
	Pass around copies of the inspection Report for the signature of the members of the IT	None	5 min	<i>Admin. Aide I Sangguniang Bayan Office</i>
	Sign copies of the Inspection report	None	10 min.	<i>Members of the Inspection Team (IT) Sangguniang Bayan Office</i>
	Prepare the Committee Report	None	20 min.	<i>Clerk III Sangguniang Bayan Office</i>
	Pass around copies of the Committee Report for the signature of the members	None	5 min.	<i>Admin Aide I Sangguniang Bayan Office</i>
	Include	None	3 min.	<i>Members of the</i>

	Committee Report in the agenda for the next immediate regular session (Until 12:00 noon every Tuesday)			<i>Committee Sangguniang Bayan Office</i>
	Present Committee Report for Consideration and approval	None	5 min.	<i>Committee Chairman/ Committee Member Sangguniang Bayan Office</i>
	Approve Committee Report	None	3 min.	<i>Committee Chairman/ Committee Member Sangguniang Bayan Office</i>
	Sponsors Franchise Ordinance in second and final reading	None	2 min.	<i>Committee Chairman/ Committee Member Sangguniang Bayan Office</i>
	Finalize the Franchise Ordinance	None	5 min.	<i>Admin Aide I Sangguniang Bayan Office</i>
	Pass around copies of the Franchise Ordinance for the signature of the SB Secretary, Hon. Vice Mayor (or Presiding Officer) and Hon. Mayor	None	20 min.	<i>Admin Aide I Sangguniang Bayan Office</i>
	Sign copies of the Franchise Ordinance	None	10 min.	<i>Secretary to the Sanggunian, Vice Mayor (or Presiding Officer), Hon. Mayor Sangguniang Bayan Office</i>
	Advise client of approval of franchise and ask client to pay	None	10 min.	

	fee.			
4. Pay to the Municipal Treasurer's Office	Receive payment and issue OR		1 min.	<i>Revenue Collection Clerk III</i> Municipal Treasurer Office
5. Receive Franchise Ordinance	Release Franchise Ordinance	None	1 min.	<i>Admin Aide I</i> Sangguniang Bayan Office
Total			2 hours, 9 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	Answer the client feedback form and drop it at the designated drop box inside HRMO Office
How feedback is processed?	<p>Every Friday, the HRMO opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact or may email at hrmo.lgurtr@gmail.com.</p>
How to file complaints?	<p>Answer the Complaint Form</p> <p>Complaints can also be filed via email. Make sure to provide the following information:</p> <ul style="list-style-type: none"> • Name of Person being complained • Incident • Evidence <p>Contact info: hrmo.lgurtr@gmail.com</p>
How complaints are processed?	<p>Evaluates and endorse the complaint to HRMO.</p> <p>Upon evaluation, the HRMO shall start investigation and forward the complaint to the relevant office for their explanation.</p> <p>The HRMO will create a report after the investigation and shall submit it to the Head of Department for appropriate action and HRMO will give the feedback to the client.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph : 1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

LIST OF OFFICES

Office	Address	Contact Information
Municipal Mayor's Office	Poblacion 1, RTR, ADN	0930 598 1757
Sanguniang Bayan Office	Poblacion 1, RTR, ADN	0907 113 8075
Municipal Budget Office	Poblacion 1, RTR, ADN	0975 218 2465
Municipal Accounting Office	Poblacion 1, RTR, ADN	0956 568 2593
Municipal Planning and Development Coordinator's Office	Poblacion 1, RTR, ADN	0949 885 2972
Municipal Engineering Office	Poblacion 1, RTR, ADN	0930 875 2291
Municipal Social Welfare and Development Office	Poblacion 1, RTR, ADN	0909 283 0781
Municipal Treasury Office	Poblacion 1, RTR, ADN	0938 381 7732
Municipal Assessor's Office	Poblacion 1, RTR, ADN	0915 555 9723
Municipal Civil Registrar's Office	Poblacion 1, RTR, ADN	0970 020 1203
Municipal Agriculture's Office	Poblacion 1, RTR, ADN	0917 125 3898
Municipal Disaster Risk Reduction and Management Office	Poblacion 1, RTR, ADN	0977 361 1558
Municipal Health Office	Poblacion 1, RTR, ADN	0950 649 5159
Bureau of Fire Protection	Poblacion 1, RTR, ADN	0931 721 8752
PNP RTR MPS	Poblacion 1, RTR, ADN	0951 239 8906
COMELEC	Poblacion 1, RTR, ADN	
Department of Trade and Industry	Poblacion 1, RTR, ADN	0917 834 3330
Department of Agrarian Reform	Poblacion 1, RTR, ADN	



**OFFICE OF THE
MUNICIPAL ECONOMIC ENTERPRISE
DEVELOPMENT & MANAGEMENT OFFICER**

EXTERNAL SERVICES

1. Issuance Of Lease Contract (New/Renew)

Office or Division:	Office of the MPDC			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Business Owner			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Lease Contract Form (Notarized by lawyer)			MEEDMO Lawyer	
• CTC of Lessee			Barangay/Municipal Treasury Office	
• Two (2) Witnesses				
• Treasurer's Clearance			MTO	
• Business Clearance			BPLO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish/ Sign Lease Contract and submit other required documents	Review, and validate the documents submitted	None	10 minutes	<i>Market Inspector</i> // MEEDM Office <i>MEEDMO</i> MEEDM Office
	Forward Lease Contract to the Office of the Municipal Mayor for Approval	None	1 day	
2. Notarized of the approved Lease Contract and submit copy of the document to the MEEDMO	Received the notarized Lease Contract and File Office copy	None	10 minutes	<i>Market Inspector</i> // MEEDM Office
3. Pay the Required Fees and receive OR	Issuance of Official Receipt and acceptance of payment	Old block tienda- 2 months advance for P2,000.00 & 1 month deposit Total P 6,000.00, New Public Market for first floor- 2 months	5 minutes	<i>Market Inspector</i> // MEEDM Office



		advance for 5,100.00 per month and 1 month deposit , the total amount is P 15,300.00 . In 2 nd Floor P 4,900.00 per month , 2months advance 1 month deposit the total amount is P 14,700.00		
	Total	Depends on the location/ post availed	36 minutes	

2. Collection Of Monthly Rentals

Office or Division:		Office of the Municipal Economic Enterprise and Development		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Business Owner		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Statement of Account		Issued by the MEEDMO Personnel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present statement of Account and monthly bills	Compute required fees	Depends on the area rented plus electric bill and water bill	10 mins	<i>Market Inspector II</i> MEEDMO
2. Pay the required fees and charges	Receive Payments		5 mins	<i>Market Inspector II</i> MEEDMO
3. Receive Official Receipts	Issuance of Official Receipts	None	5 mins	<i>Market Inspector II</i> MEEDMO
Total		Depends on the area rented plus electric bill and water bill	36 minutes	

3. Issuance Of Official Receipts For Weight And Measure Registration Fee: Equipment Rental

Office or Division:		Office of the Municipal Economic Enterprise and Development		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Valid Identification Card		Client		
• CTC		MTO/ Treasury Office/ Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Payment for equipment Rental/ Rental For Training Hall	Issuance of Official Receipt	Back hoe P 2,500.00/ hr. 10 cum. Dump truck P 4,500.00 8 cum. Dump Truck P 3,500.00 Loader – P2,888 per hour Self Load – P2,500 per hour Gym Rental in 8 hrs. P 1,200.00 plus P200.00 /hr in the night time. Venue Rental (Market) P 2,000.00 in 8 hrs w/ 50 chairs and 2 tables, plus P 200.00 / hr in night time. Chairs rental - P5.00 / day	2 minutes	<i>Market Inspector II</i> MEEDMO
2. Receive OR	Release OR	None	5 minutes	<i>Market Inspector II</i> MEEDMO
Total		Depends on the rented equipment / facility	6 minutes	

4. Issuance Of Official Receipt For Burial Fee And Tomb Permit (New/Renewal)

Office or Division:		Office of the Municipal Economic Enterprise and Development		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> None 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the note from MCR	Receive document	<ul style="list-style-type: none"> Entrance of Cadaver P100.00 Burial Fee P60.00 Tomb Construction P 120.00 Ground rental P 75.00 Cemetery lot rental P 809.00 <p>(Rental depends on the size of the Shade Area renewable every 5 years)</p>	5 minutes	<i>Market Inspector II</i> MEEDMO
2. Pay the required amount	Issue Official Receipt Advice Clients to proceed to the Office Municipal Registrar to	None	5 minutes	<i>Market Inspector II</i> MEEDMO



	submit Death Certificate with OR.			
3. Receive OR and present OR to Cemetery in charge for determine the area	Release OR	None	5 minutes	<i>Market Inspector II</i> MEEDMO
	Total	depends on the size of the Shade Area renewable every 5 years	15 minutes	



5. Issuance Of Rice Production/Livelihood Loan Assistance To Farmers & Employees

Office or Division:		Office of the Municipal Economic Enterprise and Development		
Classification:		complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Membership Certification/ Clearance 		Farmers Association President		
<ul style="list-style-type: none"> Application Form (Notarized by Lawyer) 		MEEDMO Lawyer		
<ul style="list-style-type: none"> RSBSA Form 		Mun. Agriculture Office		
<ul style="list-style-type: none"> Valid ID 		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up for Application Loan Form and submit required supporting documents	Review and validate filled loan application form and supporting documents	None	5 minutes	LEDIPO-Designate MEEDM Officer MEEDMO
	Forward application form to the Office Municipal Mayor for Approval	None	1 day	Municipal Mayor Municipal Mayor's Office
2. Notarized Approved Application Form and submit copy the MEEDMO	Receive the document	None	5 minutes	LEDIPO-Designate
	Prepare Payroll	None	1 hour	LEDIPO-Designate
	Processing of Voucher for Cash Advance	None	1 hour	LEDIPO-Designate
3. Receive the net amount of loan approved	Released of approved amount of loan to client	None	4 hours	Disbursing Officer II Mun. Treasurer's Office
Total		None	1 day, 6 hours, 10 minutes	

6. Tagnote Falls And Mountain Park Tourist Spot

Office or Division:		Office of the Municipal Economic Enterprise and Development		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Cash Tickets		Entrance to Tagnote Falls Ticket Booth		
• Official Receipt		Entrance to Tagnote Falls Ticket Booth		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log Book (List your Name and Address)	Assist and orient local & foreign tourist	None	10 minutes	<i>Admin Aide I</i> MEEDMO
2. Pay required fees	Issue and receive payment	<ul style="list-style-type: none"> • Entrance Fee – P20.00 (5 yrs and below free of charge) • Cottage Fee Big - P600.00 • Cottage Fee Small – P300.00 	10 minutes	
3. Receive tickets and OR	Release	None	5 minutes	<i>Admin Aide I</i> MEEDMO
Total		Depends on the number of pax and kind of cottage availed	25 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	Answer the client feedback form and drop it at the designated drop box inside HRMO Office
How feedback is processed?	<p>Every Friday, the HRMO opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact _____ or may email _____ at hrmo.lgurtr@gmail.com.</p>
How to file complaints?	<p>Answer the Complaint Form</p> <p>Complaints can also be filed via email. Make sure to provide the following information:</p> <ul style="list-style-type: none"> • Name of Person being complained • Incident • Evidence <p>Contact info: hrmo.lgurtr@gmail.com</p>
How complaints are processed?	<p>Evaluates and endorse the complaint to HRMO.</p> <p>Upon evaluation, the HRMO shall start investigation and forward the complaint to the relevant office for their explanation.</p> <p>The HRMO will create a report after the investigation and shall submit it to the Head of Department for appropriate action and HRMO will give the feedback to the client.</p>
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Bureau of Fire Protection	Poblacion 1, RTR, ADN	0931 721 8752
PNP RTR MPS	Poblacion 1, RTR, ADN	0951 239 8906
COMELEC	Poblacion 1, RTR, ADN	
Department of Trade and Industry	Poblacion 1, RTR, ADN	0917 834 3330
Department of Agrarian Reform	Poblacion 1, RTR, ADN	