

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:

- 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;

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- 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



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 t	ha Musicina	I Mayor Duainas	a Darmita and
Office of	r Division:	Licensing		l Mayor – Busines	s Permits and
Classific	ation:	Simple			
	Transactio		Sovernment to Business Owners		
Who may			ess owners		
	CHECKLIS	T OF		WHERE TO SI	CURE
F	REQUIREM	ENTS			
 Unifie 	ed Form			BPLO Offi	ce
Comn original		Certificate (1	Baranç	gay Hall/ Municipa	l Treasury Office
	Police clea	rance (1		RTR MP	S
	ngay Cleara	ince		Barangay Hall	/ MTO
Official	al Receipt		Municipal	Treasurer's Office	/ Barangay Treasury
DTI C	Certificate			DTI RTF	2
	ealth Insura		Philhealt	h Butuan/ RTR Mi BOSS	unicipal Hall during
	loyee and E Registration	<u>-mpioyeer)</u> n (Employee		SSS Butu	an
	Employer)	i (Employee		OCC Bata	ari
• Clear	ances		BFP	, RHU, MEO, MEI	NRO, Treasury
CLIENT	STEPS	AGENCY	FEES TO	PROCESSING	PERSON
1. Proce	od to	ACTION 1.1 Receive	None	TIME 10 minutes	RESPONSIBLE BPLO-designate
BOSS		the	INOTIC	10 minutes	Mayor's Office
Busin		required			Mayor o omoo
Permi		document			
Section		s and			
Secur	,	check for			
applic		complete			
forms		ness			
other		1.2 Prepare			
	rements	Mayor's			
and m		Clearanc			
	catory	e and			
inquir	•	other			
IIIquii	103	document			
		s required			
2. Pay th	he	2.1 Accept	Business	5 minutes	Office Staff
_	red fees	the	tax &	o minutes	Municipal Treasury
at the	CO 1000		LCIA (X		municipai i icasury
					Office
	:	payment	other		Office
Munic	cipal	payment based on	other fees		
Munic Treas	cipal sury	payment based on the order	other fees depende		BPLO-designate
Munio Treas Office	cipal sury e by	payment based on the order of	other fees depende nt on		
Munic Treas Office showi	cipal sury e by ing the	payment based on the order	other fees depende nt on capitaliza		BPLO-designate
Munic Treas Office showi order	cipal cipal sury e by ing the of	payment based on the order of	other fees depende nt on capitaliza tion/		BPLO-designate
Munic Treas Office showi	cipal cipal sury e by ing the of	payment based on the order of	other fees depende nt on capitaliza tion/ LGU-		BPLO-designate
Munic Treas Office showi order paym	cipal cury e by ing the of ent	payment based on the order of	other fees depende nt on capitaliza tion/ LGU- RTR		BPLO-designate
Munic Treas Office showi order payme	cipal cipal sury e by ing the of ent	payment based on the order of	other fees depende nt on capitaliza tion/ LGU- RTR Revenue		BPLO-designate
Munic Treas Office showi order payme	cipal cury e by ing the of ent	payment based on the order of	other fees depende nt on capitaliza tion/ LGU- RTR		BPLO-designate



					BACONG PILIPH
	will be issued		Schedule		
	upon payment		of fees		
3.	Receive	3.1 Issue the	None	5 minutes	BPLO-designate
	official receipt	official receipt			Mayor's Office
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 Clearanc e	None	1 day	Municipal Mayor Mayor's Office
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	BPLO-designate Mayor's Office
		Total:	Busines s tax & other fees depende nt on capitaliz ation/LGU-RTR Revenue Code of 2015 Schedul e 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	G2B – Government to Business Owners					
Transaction:	All business owners					
avail:						
	LIST OF		WHERE TO SE	CURE		
REQUIR	EMENTS	DDI 0 0(")				
Unified Form		BPLO Office				
original)	Tax Certificate (1	Baranga	y Hall/ Municipal	•		
 Local Police original) 	clearance (1		RTR MPS	5		
Barangay Cle	earance		Barangay Hall/			
Official Rece	<u> </u>	Municipal Tr		Barangay Treasury		
DTI Certification	te		DTI RTR			
	surance Form nd Employeer)	Philhealth	Butuan/ RTR Mu BOSS	nicipal Hall during		
	ation (Employee	SSS Butuan				
Clearances	,	BFP, I	RHU, MEO, MEN	RO, Treasury		
CLIENT	AGENCY	FEES TO	PROCESSIN	PERSON		
STEPS	ACTION	BE PAID	G TIME	RESPONSIBLE		
1. Submit requirement s and provides information	1.1 Calls the applicant; 1.2 Checks requiremen ts 1.3 Encodes information 1.4 Requests applicant to validate information and affix signature	None	1 hour	BPLO-designate 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 capitalizatio n/ LGU- RTR Revenue Code of 2015 Schedule of	1 hour	Revenue Collection Clerk III Municipal Treasury Office Collection Clerk BFP (Collection)		

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		fees		
3. Receives Business permit	3.1 Issues business permit and other permits/cleara nces	None	2 days	BPLO-designate Mayor's Office
	Total:	Business tax & other fees dependent on capitalizati on/ 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		Office of the Municipal Mayor – Business Permits and Licensing					
Division: Classification		Office					
:	Simple	Simple					
Type of	G2B – Gov	G2B – Government to Business Owners					
Transaction:							
Who may	All busines	s owners					
avail:	KLIST OF		WHERE TO S	ECLIDE			
	REMENTS		WIILKE TO	DECORE			
	Unified Form		BPLO Of	fice			
Communit original)	/ Tax Certifica	te (1 Bara	ngay Hall/ Municip	al Treasury Office			
 Local Police original) 	e clearance (1	I	RTR M	S			
Barangay	Clearance		Barangay Ha	III/ MTO			
Official Re	ceipt	Municipa	l Treasurer's Offic	e/ Barangay Treasury			
DTI Certific	cate		DTI RT				
	Insurance For and Employe		alth Butuan/ RTR N BOSS	Municipal Hall during			
SSS Regis	tration (Emplo		SSS Butuan				
and EmploClearance	· · · · · · · · · · · · · · · · · · ·	BF	P, RHU, MEO, ME	NRO, Treasury			
CLIENT AGENCY			FEES TO PROCESSIN PERSON				
CLIENT	AGENC	Y FEES TO	PROCESSIN	PERSON			
STEPS	ACTIO	N BE PAID	G TIME	RESPONSIBILE			
_	1.1 Calls the applicar 1.2 Checks requirer	e None nt; ment es and nce; ts nt to tion					

[15]



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

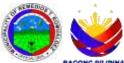
^{*}Note: Section 6. Municipal Mayor's Permit (b) 2. Total gross receipts during the preceding year and such other pertinent data which may from time to time be required – MGO-RTR Revenue Code of 2015.



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 Office of the Municipal Mayor – Business Permits and Licensing				
Division:	Office			
Classification:	Simple G2B – Governme	nt to Dusings	Oursere	
Type of Transaction:	G2B	nt to Business	S Owners	
	All business owne	ers/Contractor	s/Sub-Contract	ors
	LIST OF		WHERE TO S	ECURE
	EMENTS			
 Original Baran for Business 	igay Clearance		Integrated at th	e BOSS
 DTI Registration Proprietorship Registration for and Partnersh 	or Original SEC or Corporation	DTI or Sec	curities and Exc (SEC) Off	hange Commission fice
 Original Speci Attorney (if ap connected to t business) 			Business O	wner
is an employe establishment			Business O	
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsibile
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	BPLO-designate Mayor's Office
2. Pays computed tax and fees	2.1 Calls the applicant; 2.2 Issues Official Receipts	Depedent on capitalizati on/ gross sales and other fees per LGU- RTR Revenue Code of Schedule of fees	1 hour	Revenue Collection Clerk III Municipal Treasury Office
3. Receives Business	3.1 Issues business permit	None	2 days	BPLO-designate Mayor's Office



			 BACONC PILIPIN
permit	and other permits/clearanc es		
	Total:	Depedent on capitalizati on/ 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	Office of the Municipal Mayor – Business Permits and Licensing				
Division:	Office				
Classification:	Simple				
Type of	G2B – Government to Business Owners				
Transaction:					
Who may avail:		ers/Contracto			
	KLIST OF		WHERE TO SE	CURE	
	REMENTS			7.000	
 Letter of Inter City Mayor 	nt Approved by the		Integrated at the	BOSS	
Route Map			RTR-MPS		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTION	BE PAID	TIME	RESPONSIBILE	
Provides information	1.1 Calls the applicant; 1.2 Checks requirements	None	30 minutes	BPLO-designate 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	Revenue Collection Clerk III Municipal Treasury Office	
3. Receives Business permit	3.1 Issues business permit and other permits/clearanc es	None	2 days	BPLO-designate 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	Office of the Municir	al Mayor - B	Quainaga Darmita	and Licensina
Division:	Office of the Municip	bai Mayor – E	business Permits	and Licensing
Classification:	Simple			
Type of	G2B – Government	to Rusinoss (Ownore	
Transaction:	G2D - Government	to Dusiness v	OWINGIS	
	Who may avail: General Public			
	REQUIREMENTS		WHERE TO SEC	CURF
	ngay Clearance for		Integrated at the	
Business	igay Gloaranoo ioi	·	egratea at ille	
 DTI Registrati 		DTI or Sec		inge Commission
	or Original SEC		(SEC) Office	е
	or Corporation and			
Partnership			D	
Original Spec Attampass (if any			Business Owi	ner
Attorney (if ap	the owner of the			
business)	the owner or the			
	Letter (if applicant is		Business Owi	ner
	of the business		Dusiness Owi	
	establishment			
	AGENCY ACTION	FEES TO	PROCESSIN	PERSON
		BE PAID	G TIME	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	BPLO-designate Mayor's Office
2. Pays computed tax and fees	2.1 Calls the applicant; 2.2 Issues Official Receipts	Php80.00	1 hour	Revenue Collection Clerk III Municipal Treasury Office
3 Receives Mayor's Clearance	3.1 Issues Mayor's Clearance	None	2 days	BPLO-designate 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: Type of Transaction:		Simple G2B – Government to Business Owners				
Who may avail:	General Public					
	LIST OF EMENTS	V	VHERE TO SECU	JRE		
Letter of Inter the Municipal	nt Approved by Mayor	Mι	ınicipal Mayor's (Office		
	ngay Clearance	In	tegrated at the B	OSS		
 DTI Registrat Proprietorship Registration f and Partnersh 	o or SEC or Corporation		DTI or SEC Office	ce		
CLIENT	AGENCY	FEES TO BE	PROCESSIN	PERSON		
STEPS	ACTION	PAID	G TIME	RESPONSIBLE		
Provides information	1.1 Calls the applicant;1.2 Checks requirements;1.3 Validates identity;	None	1 hour	BPLO-designate 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	Revenue Collection Clerk III Municipal Treasury Office		
	3.1 Issues Special Permit	None	2 days	BPLO-designate 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			

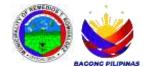
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OFFICE OF THE MUNICIPAL MAYOR (HUMAN RESOURCE MANAGEMENT SECTION)



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 Mur	nicipal Mayor
Classification:	Simple	
Type of Transaction:		ent to Government
Who may avail:	All officials, casu LGU-RTR	al, permanent and co-terminus personnel of
CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE
 Leave Application Form (CSC Form No. 6 Revised 2020) (4 original copies) 		HRMO/CSC Website
Medical Certificate, Leave	in case of Sick	Hospital/ Municipal Health Office
Requirements for Travel Authority Letter Request from the Department/Office or person concern		Office/person concern HRMO
 Clearance Requirements for 50% Monetization of Leave Credits Recommendation of CA for processing of 50% Mone Request letter of the person concern (state purpose of availment) Health, Medical and Hospital needs/ Educational Needs/ Payment of mortgages and 		Municipal Mayor's Office Requestee/person concern
Requirements for Terr Benefits	ninal Leave	Personnel concern
 Letter Request Certified Photocopy Leave Application Foundation No. 6 Revised 2020 Copies) 	orm (CSC Form	HRMO- Mayor's Office HRMO- Mayor's Office/ CSC Website
Copies)ClearanceService RecordSALN		HRMO- Mayor's Office HRMO- Mayor's Office HRMO- Mayor's Office/ Downloadable
 Certified Photocopy of appointment/Notice of Salary Adjustment 		Online HRMO- Mayor's Office
 Computation of Terr Benefits duly signed accountant 		Municipal Accountant Office
Notarized Affidavit of to deduct all financial with the employer		Private Attorney
Notarized Affidavit of criminal investigation (RA 3019)		Private Attorney



HRMO- Mayor's Office
HRMO- Mayor's Office
Hospital HRMO- Mayor's Office
PSA PSA MSWDO

Additional Requirements for Rehabilitation Leave

 Incident Report from the Office concern HRMO/Mayor's Office/ PNP

	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBIL E
Submit accomplished 3 copies of Leave Application Form	Receive leave application form and/ documents	None	2 minutes	HRMO-I Mayor's Office	
	(CSC Form No. 6 Revised 2020) and other required documents if	Compute and sign leave credits certification	None	5 minutes	HRMO-I Mayor's Office
	applicable	Return to personnel concern			
2.	Submit leave application to the Mayor for approval	Approve and sign leave Application	None	1 day	<i>Municipal</i> <i>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	HRMO-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	Simple			
Type of Transaction:	G2C – Governi	ment to Cit	tizens		
Who may avail:	All Applicants				
CHECKLIST OF RE	QUIREMENTS		WHERE TO SE	CURE	
 Application Letter specifying the position desired –address to the Mayor 			Applicant		
 Personal Data She Form No. 22 revise 			CSC Websi		
Certificate of Eligibiting that require eligibilities	ty		CSC/PRC		
Transcript of Reco that require educat	ional attainment		Applicant's Sc		
 Certificate of Train requiring relevant t 	raining		Applicant		
	Individual Performance Commitment Review (IPCR) if		From previous/lates	st agency	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBIL E	
CLIENT STEPS Submit required documents		TO BE		RESPONSIBIL	
Submit required	Receive and record documents Prepare Matrix (encode the educational attainment, eligibility, address, etc.) of the applicant	TO BE PAID None None	TIME	RESPONSIBIL E HRMO-I Mayor's Office HRMO-I Mayor's Office	
Submit required	Receive and record documents Prepare Matrix (encode the educational attainment, eligibility, address, etc.)	TO BE PAID None	TIME 10 minutes	RESPONSIBIL E HRMO-I Mayor's Office	



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 M	unicipal May	or	
Classification:	Simple	-		
Type of Transaction: G2C – Governi		ment to Citiz	ens	
		ho intend to transfer to other agency		
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		
 Clearance 			HRMO-Mayor's	Office
 Certification of No 	-Pending Case		HRMO-Mayor's	Office
 Request Letter 			Applicant	
 Assumption of dut (from accepting ag 	-		HRMO-Mayor's	Office
CTC Appointment (from accepting ag			HRMO-Mayor's	Office
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBIL E
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
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 Mu	unicipal May	or	
Classification:	Simple	I .		
Type of Transaction:	G2C – Governr	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 RI			WHERE TO SE	CURE
Certified Photocop Certificate (Preferation)	,		PSA	
 Request Letter (addressed to age HRMO) 	essed to agency head thru		Concern perso	onnel
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBIL E
Submit request letter together	Receive documents	None	10 minutes	HRMO-I Mayor's Office
with the marriage certificate	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 REC	QUIREMENTS	WHERE TO SECURE	
Decimation letter of			

•	Resignation letter	of employee		Employee con	cern
	CLIENT STEDS	ACENCY	EEEC TO	DDOCESSING	DI

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBIL E	
Submit Resignation	Receive document	None	5 minutes	HRMO-I Mayor's Office	
Letter with the Clearance	Prepare Acceptance of the Resignation and carrier note to the Office of the Municipal Mayor	None	30 minutes	HRMO-I Mayor's Office	
	Sign	None	2 days	<i>Municipal</i> <i>Mayor</i> Mayor's Office	
2. Receive document	Inform and release the signed Acceptance of Resignation to the concerned employee	None	1 hour	HRMO-I Mayor's Office	
	File the photocopy to employees 201 file	None	3 hours	HRMO-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 Mu	Office of the Municipal Mayor			
Classification:	Simple	, ,			
Type of Transaction	: G2C – Governr	G2C – Government to Citizens			
Who may avail:		All LGU RTR personnel and officials			
CHECKLIST OF R		WHERE TO SECURE			
 Request Form 		HRMO Office			
 Proof of Payment 	N	Municipal Treasurer's Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBIL E	
Present accomplished Request Form	Receive request form	None	2 min.	HRMO-I Mayor's Office	
2. Pay required fees and present OR to HRMO	Issue OR and receive payment	80.00	5 min.	MTO Personnel Mun. Treasurer's Office	
	Prepare the certification	None	10 min.	HRMO-I Mayor's Office	
	Approval of the certification	None	2 min.	HRMO-I Mayor's Office	
Claim the Requested Certification	Release the certification	None	5 min.	HRMO-I Mayor's Office	
	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	n:	Office of the Municipal Mayor					
Classification:		Simple					
Type of Transac	tion:						
Who may avail:		Graduating Stu	Graduating Students				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE			
 Recommendation Letter from the School for accommodation of their students 				School			
 Notarized Memorandum of Agreement (MOA) between the School and LGU RTR 				School			
CLIENT STEPS	AGE	ENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBIL E		
Submit Recommend ation Letter	subn	eive document nitted	None	2 minutes	HRMO-I Mayor's Office		
adon Estici	Lette of the	eard commendation er to the Office e Municipal or for approval	None	10 minutes	HRMO-I Mayor's Office		
	sche signi The	oroved, dule for the ng of MOA bet. School and RTR	None	1 day	HRMO-I Mayor's Office		
	poss	are orsement for ible office gnment	None	30 minutes	HRMO-I Mayor's Office		
2. Receive the endorsement		ase the rsement	None	5 minutes	HRMO-I Mayor's Office		
and proceed to the office assignment	of Co		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 Mu	Office of the Municipal Mayor			
Classification:	Simple	Simple			
Type of Transaction: G2G – Govern		ment to Government			
Who may avail:	ersonnel inc	rsonnel including JOs and regular			
CHECKLIST OF RI		WHERE TO SECURE			
 Application Form 		HRMO Office			
Affidavit of Loss fo		Attorney			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBIL E	
Fill-up ID Profile Form		None	3 minutes	HRMO-I Mayor's Office	
Submit Application Form	Receive Form	None	2 minutes	HRMO-I Mayor's Office	
	Encode and Print ID	None	2 days	HRMO-I Mayor's Office	
3. Receive the ID	Release the ID	None	2 minutes	HRMO-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	e Municipal N	Mayor			
Classification:	Simple	Simple				
Type of Transaction:	G2G – Gov	G2G – Government to Government				
Who may avail:	Newly hired LGU RTR	l personnel d	or newly appointed	/elected officials of		
CHECKLIST REQUIREME			WHERE TO SE	CURE		
Online Application opening to LBP well			Landbank web	osite		
CLIENT STEPS	AGENCY ACTION	FEES TO PROCESSING PERSON BE PAID TIME RESPONSIBILE				
Ensure to accomplish online application and submit a copy for	Receive and check the document submitted	None	2 minutes	HRMO-I Mayor's Office		
account opening	Prepare Endorseme nt Letter	None	10 minutes	HRMO-I Mayor's Office		
	Sign	None	5 minutes	HRMO-I Mayor's Office		
2. Upon acceptance of the endorsement letter proceed to Landbank	Issue endorseme nt letter	None	10 minutes	HRMO-I Mayor's Office		
	TOTAL:	None	27 minutes			



FEEDBACK AND COMPLAINTS MECHANISM

FEEDB/	ACK AND COMPLAINTS MECHANISM					
How to send a feedback? How feedback is processed?	Answer the client feedback form and drop it at the designated drop box inside HRMO Office Every Friday, the HRMO opens the drop box and compile and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (and days of the receipt of the feedback. The answer of the office is then relayed to the citizen.					
	For inquiries and follow-ups, clients may contact or may email at hrmo.lgurtr@gmail.com.					
How to file complaints?	Answer the Complaint Form Complaints can also be filed via email. Make sure to provide the following information: Name of Person being complained Incident Evidence Contact info: hrmo.lgurtr@gmail.com					
How complaints are processed?	Evaluates and endorse the complaint to HRMO. Upon evaluation, the HRMO shall start investigation and forward the complaint to the relevant office for their explanation. 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.					
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph : 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)					



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:	1011.		Simple				
Type of Transa	ection:	G2C – Government to Citizen					
Who may avail	All	Oovernine	on to Onizon				
CHECKLIST OF REQUIR			MENTS	WHER	E TO SECURE		
None							
CLIENT	ACE	NCY	FEES	PROCESSING	PERSON		
STEPS	_	ION	TO BE	TIME	RESPONSIBLE		
			PAID				
1. Call RERT Hotline	deta fron	ord essary ails n an ergenc	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 dispatche d 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		
	Т	OTAL:	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 D	ivision:	MDRRMC)			
Classificat		Simple				
Type of Tra			overnment to Citizen			
Who may a	avaii: IECKLIST (net with an accident/ attained injury/ies WHERE TO SECURE			
	QUIREMEN			WHERE IO SE	CURE	
None						
CLIENT STEPS	A	GENCY CTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Call REI Hotline or Visit RT MDRRM Operation Center	red ne R- de MC an ons en ca	eceive and cord cessary tails from nergency II/ walk-in ent	None	5 minutes upon receipt of call	MDRRMO Personnel/ Rescue Vehicle driver, RV crews, RERT volunteers	
2. Receive first aide	im the ne • Co	tend mediately e client's ed onduct imary esessment	None	5 min.	MDRRMO Personnel/ Rescue Vehicle driver, RV crews, RERT volunteers/ RHU	
	Se	econdary esessment	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		



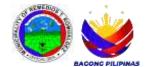
3. Typhoon And Flooding: Evacuation And Rescue Services

"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:			MDRI	RMO		
Classification:		Complex				
Ту	pe of Trans	action:	G2C -	- Governmer	nt to Citizen	
Who may avail:					affected by an incid	dent
	CHECKLIS	T OF RE	QUIRE	MENTS	WHERI	E TO SECURE
•	None					
	CLIENT	AGE	_	FEES TO	PROCESSING	PERSON
	STEPS	ACTI		BE PAID	TIME	RESPONSIBLE
1.	Be on	Facil		None	5 minutes	MDRRMO Personnel,
	ALERT:	weat	her			EOC Personnel
	Watch	advis	sories			
	and listen	& up	dates			
	to warning	thru	text			
	advisories	mes	sages			
	from	/				
	reliable	mes	senge			
	sources	r/ e-r	_			
		to lo	cal			
			MCs,			
		responder				MDRRMO Personnel,
		s and			10-30 minutes	Operations & Warning
		other stakehold			10-30 1111111111111111111111111111111111	Division
			Siloid			Division
		ers Clos	•			
			_			
			itorin			
		g of				
		Area				
			onsi			
		bility				
2.	Get Set/	Standb		None	5 minutes	MDRRMO Personnel,
	Prepare	respons				EOC Personnel, IMT
	for	teams a	and			
	possible	ready fo	or			
	evacuatio	mobiliza	ation			
	n					
3.	GO/	Enforce	Pre-	None	20-45 minutes	IMT, PNP, BFP, AFP,
	Evacuate	emptive)			BDRRMC
	Now!	Evacua				
		Force	.			
<u></u>		. 5.55				l



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

O(() D) - - -		MDDDMA			
Office or Division:		MDRRMO			
Classification:		Highly Technical			
Type of Transacti		G2G – Government to Government			
Who may avail:		All Barangay/ Organization/ Association MENTS WHERE TO SECURE			
CHECKLIST O	F REQUIRE	WENIS			
Letter Request				anization/ Association	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTION	BE PAID	TIME	RESPONSIBLE	
Submit letter	Received	None	3-5 minutes	HRMO-I, Private	
request for	and/ or			Secretary, Office Staff	
the conduct	facilitate			Mayor's Office	
of	the letter				
training/lectur	request				
e/ seminar					
related to					
DRRM					
address to					
the Municipal					
Mayor					
(attention:					
MDRRMO)					
2 2 11/1			- 10 : .	140001400	
2. Call/ text	Addresse	None	5-10 minutes	MDRRMO Personnel	
RERT Hotline	d and				
for follow-up/	follow-up				
email for the	approval		(within 15		
update of	of request		working days)		
request	from OMM		3 ,		
- 1- 2					
3. If approved,	Facilitate	None	Depending on	MDRRMO Personnel,	
attend/	the		the seminar/	RERT	
participate in	conduct of		lecture/ training		
the	training/		duration		
scheduled	seminar/				
training/	orientation				
•	Onemation				
seminar/					
orientation					
	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 C	OMPLAINTS 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?	Every Friday, the HRMO opens the drop box and compiles and records all feedback submitted.
	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.
	The answer of the office is then relayed to the citizen.
	For inquiries and follow-ups, clients may contact may email at hrmo.lgurtr@gmail.com.
	Answer the Complaint Form
How to file complaints?	Complaints can also be filed via email. Make sure to provide the following information: Name of Person being complained Incident Evidence Contact info: hrmo.lgurtr@gmail.com
	Evaluates and endorse the complaint to HRMO.
How are complaints processed?	Upon evaluation, the HRMO shall start investigation and forward the complaint to the relevant office for their explanation.
	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.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph : 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)



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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	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.firestatio n
PNP RTR MPS	Poblacion 1, RTR, ADN	0951 239 8906 www.facebook.com/remedios.r omualdez.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 Divis	sion:	Office of the Municipa	l Assessor		
Classification		Simple			
Type of Transa	action:	G2C – Government to Citizen			
		G2G – Government to			
Who may avai	l:	Property Owner, Admi			
		Authorized Represent			
CHECKLIST			WHERE TO SECURE		
_	i e		ne value of a property for tax purposes.		
4 Building		nmunity Tax	Barangay Hall/ Municipal Treasury		
		tificate	Office		
		lar Inspection	Municipal Assessor's Office		
	!	orn Statement	Municipal Assessor's Office		
• Land		angay Certification	Barangay Hall		
	Two titles	(2) copies of title, if	Register of Deeds (ROD)		
	Two app plan	roved subdivision	DENR		
	Ocu	lar Inspection	Municipal Assessor's Office		
		nmunity Tax tification	Barangay Hall/ Municipal Treasury Office		
	-	orn Statement	Municipal Assessor's Office		
 Machiner 		cial Receipt	Owner of machinery		
у	• Con	nmunity Tax tificate	Barangay Hall/ Municipal Treasury Office		
		lar Inspection			
		orn Statement	Municipal Assessor's Office		
B. TRANSFER			changing ownership, often through a		
sale, donation			3 3 17 3		
of Conve	Two (2) original/duplicate copies of Deed Notary Public				
Two (2) certified true copy of title, if titled					
Two (2) copies of BIR- electronic Certificate Authorizing Registration			BIR		
Two (2) photocopies of Tax Clearance Municipal			Municipal Treasurer's Office		
Two (2) photocopies of Transfer tax receipt from Provincial Treasure			Provincial Treasurer's Office		
• Two (2) cor	oies blue	print of approved subdivided property	DENR		
Community			Brgy. Hall/ Mun. Treasury Office		



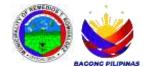
Sworn Statement Municipal Assessor's Office
 C. REVISION- Involves updating of property assessment based on changes in value or improvements
 Photocopy of Tax Declaration Municipal Assessor's Office
 Two (2) copies of title, if titled property Register of Deeds (ROD)
 Tax Clearance MTO
 Sworn Statement Municipal Assessor's Office

Sworn Statement	ent	Municipal Assessor's Office		
CLIENT STEPS	AGENCY	FEES	PROCESSING	PERSON
	ACTION	TO BE	TIME	RESPONSIBILE
	,	PAID		
1. Submit	Assess/exami	None	20 minutes	Municipal
Requirements for	ne			Assessor
assessment,	documents			Mun. Assessor's
appraisal,	presented as			Office
transfer and	to			
revision	completeness			
transactions	and			
	authenticity			
2. Accompanying in	Conduct	None	1 hour	Municipal
the Site	actual/ocular			Assessor
Inspection	inspection of			Mun. Assessor's
	the real			Office
	property for			
	assessment			
	Prepare	None	20 minutes	Municipal
	inspection	110110	20 111111111111	Assessor
	report and			Mun. Assessor's
	sketch plan			Office
	Preparation	None	15 minutes	Municipal
	of Field	None	15 minutes	Assessor
	Assessment			Mun. Assessor's
				Office
	and Appraisal Sheet			Office
	Encoding of	None	5 minutes	Municipal
	Tax	None	5 minutes	Municipal Assessor
	Declarations			Mun. Assessor's
	Engadinar of	Nlaw -	E mains star a	Office
	Encoding of	None	5 minutes	Municipal
	Notice of			Assessor
	Assessment			Mun. Assessor's Office
	Encoding of	None	5 minutes	Municipal
	Sworn			Assessor
	Statement			Mun. Assessor's
				Office
	Review and	None		Municipal
	signs of		15 minutes	Assessor
	FAAs, Tax			Mun. Assessor's
	Declaration,			Office
	Sworn			
	<u> </u>		ı	ı

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				BACONG PILIPA
	Statement			
	and Notice if			
	assessment			
3. Claim approved	Receives	None	5 minutes	Office Staff
Tax Declaration	Notice of			Mun. Assessor's
	Assessment			Office
	and Tax			
	declarations			
	in 5 working			
	days or upon			
	the approval			
	of the			
	Provincial			
	Assessors			
	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	n: G2C - Govern	nment to C	itizen			
		nment to Government				
Who may avail:		er, Administrator, Authorized Representative				
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE			
Request Form		0	ffice of the Municip	al Assessor		
CLIENT STEPS	AGENCY	FEES	PROCESSING	PERSON		
	ACTION	TO BE	TIME	RESPONSIBILE		
. =	A 1 . 11 1	PAID	•	0.00		
Fill up request form, register to logbook and verify records	Assist clients in the accomplishing the required form	None	2 min.	Office Staff Mun. Assessor's Office		
2. Pay the corresponding fees to the Municipality Treasury	Prepare and issue order of payment with corresponding fees	50.00	5 min.	Office Staff Mun. Treasurer's Office		
Office	Verify records of requested services	None	5 min.	Office Staff Mun. Assessor's Office		
	Record to logbook for filling purposes	None	2 min.	Office Staff Mun. Assessor's Office		
Review and sign the certified true copy of Tax Declaration		None	2 min.	Municipal Assessor Mun. Assessor's Office		
3. Claim the requested document	Release	None	1 min.	Municipal Assessor 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 Mu	unicipal Ass	essor		
Classification:	Simple				
Type of Transaction:	G2C - Governn	nent to Citize	en		
	GG2 - Governn	ment to Government			
Who may avail:	Property Owne	r, Administrator, Authorized Representative			
CHECKLIST OF REC	QUIREMENTS		WHERE TO SEC	URE	
 Request Form 		Offic	ce of the Municipa	l Assessor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBIL F	
form, register to to logbook and verify records	Assist clients in the accomplishing the required form	None	2 minutes	Office Staff Mun. Assessor's Office	
corresponding if fees to the Municipality	Prepare and issue order of payment with corresponding fees	85.00	5 minutes	Office Staff Mun. Assessor's Office	
	Verify records 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	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 - Governn	nent to Citize				
		G2 - Government to Government				
Who may avail:	Property Owne	r	\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\			
CHECKLIST OF R	EQUIREMENTS	Off:	WHERE TO SE			
Request Form		Oiii	ce of the Municipa	ai Assessoi		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBIL E		
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

FEEDB	ACK AND COMPLAINTS MECHANISM
How to send a feedback? How feedback is processed?	Answer the client feedback form and drop it at the designated drop box inside HRMO Office Every Friday, the HRMO opens the drop box and compiles and records all feedback submitted. 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. The answer of the office is then relayed to the citizen. For inquiries and follow-ups, clients may contact may email at hrmo.lgurtr@gmail.com.
How to file complaints?	Answer the Complaint Form Complaints can also be filed via email. Make sure to provide the following information: Name of Person being complained Incident Evidence Contact info: hrmo.lgurtr@gmail.com
How complaints are processed?	Evaluates and endorse the complaint to HRMO. Upon evaluation, the HRMO shall start investigation and forward the complaint to the relevant office for their explanation. 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.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph : 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)



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 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 Divis	Office or Division: Office of the Municipal Civil Registrar					
Classification				ne registration- wit	hin 30 days from	
Olassincation	•	birth)		ic registration wit	min oo days nom	
		,	ransaction (Late	Registration)		
Type of Trans	action:		ernment to Citize			
Who may avai	l:	All				
CHEC	KLIST (F	V	VHERE TO SECU	RE	
	IREMEN	TS				
Legitimate Child:				701/01		
Parent's Ma		ertificate		PSA/Clients		
Illegitimate Ch			Davanasa	Hall/Maraiain al Tra		
CEDULA (L			Barangay	Hall/Municipal Tre	asury Office	
 Personal Appropriate Parents 	opearand	ce of the		Client		
If late Registra	ation:				1	
Baptismal	ation.			Church		
Barangay C	Certificate	<i>j</i>		Barangay Hall		
Immunization				Client		
Voter's Cer				COMELEC		
School Rec				School		
MDR Phil.F			Phil.Health			
Marriage Co			PSA/Client			
PSA Negat			PSA			
			MCR/PAO			
 Affidavit of Registration 			MOIVI AO			
Affidavit of 2 Person	2 Dis-inte	erested	MCR/PAO			
CLIENT	AC	BENCY	FEES TO BE PROCESSING PERSON			
STEPS		CTION	PAID	TIME	RESPONSIBIL	
1. Fill up	Evalua	ate	None	10 minutes	Asst. Reg.	
information	inform	ation sheet			Officer	
sheet	is prop	erly filled			Mun. Civil	
	up				Registrar's	
					Office	
	If late	-4:	None	20 minutes	Mun. Civil	
	registr				Registrar	
	verify of record				Mun. Civil Registrar's	
		STILE, SRIS and			Office	
examine					Onice	
	suppo				Asst. Reg.	
	docum				Officer	
					Mun. Civil	
					Registrar's	
					Office	
					Office Staff	
					Mun. Civil	

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				BACONC PILIPIN
				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	Mun. Civil Registrar Mun. Civil Registrar's Office
2. Affix Signature and pay required fees	Check and review spellings, entries and signatures	Registration: Within 30days (Free) Late Registration:	5 minutes	Mun. Civil Registrar Mun. Civil Registrar's Office Asst. Reg. Officer Mun. Civil Registrar's Office Office Staff Mun. Civil Registrar's Office



	If late registration, advice clients to come back after 10 days	None	10 days	Asst. Reg. Officer Mun. Civil Registrar's Office
	Assign Registry Number	None	1 minute	Asst. Reg. Officer Mun. Civil Registrar's Office Officer
	Signature of the Civil Registrar	None	1 minute	Mun. Civil Registrar Mun. Civil Registrar's Office
3. Receive owners copy of the COLB	Release owners copy	None	1 minute	Asst. Reg. Officer 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.

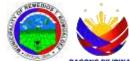
Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple Transaction (within 28 days from death)			
	Complex Transa	ction (Late registration)		
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REC	CHECKLIST OF REQUIREMENTS WHERE TO SECURE			
Information Sheet		Office of the Municipal Civil Registrar		
Barangay Clearance	9	Barangay		
Certificate of Death (for Late		Physician		
Registration Only)				

	Registration	Only)				
	CLIENT STEPS	AGENCY ACTION		S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBIL E
1.	Fill up information sheet and affix signature	Evaluate information sheet is properly filled up and determine the status of application	None		10 minutes	Asst. Reg. Officer Mun. Civil Registrar's Office
		If late registration, verify on the records file, PHILCRIS and examine supporting documents.		None	20 minutes	Asst. Reg. Officer Mun. Civil Registrar's Office Office Staff Mun. Civil Registrar's
		Type all information on	I	None	2 minutes	Office Asst. Reg. Officer Mun. Civil
		the COD and let informant sign.				Registrar's Office Office Staff
						Mun. Civil Registrar's Office
		Advice client to pay at the MTO the required fees and check the		None	15 minutes	Asst. Reg. Officer Mun. Civil Registrar's Office

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



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



3.Application For Marriage LicenseThis 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.

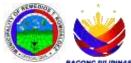
Office or Division:	Office of the Mur	nicipal Civil Registrar	
Classification:	Highly Technical		
Type of Transaction:	G2C - Governme	ent to Citizen	
Who may avail:	All		
CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE	
Birth Certificate		PSA	
CENOMAR		PSA	
Cedula (Current Year	ar)	Barangay Hall/Municipal Treasury Office	
Pre-Marriage Orientation/Counseling Certificate		Municipal Civil Registrar	
Barangay Certification	on	Barangay Hall	
Death Certificate for Widower	Widow or	PSA	
Advice of Parents/Contracts	onsent of	Client's Parents	
Court Order for Annulled and Presumptive		Court/Lawyer	
 Certificate of Legal Capacity to Contract Marriage (if Foreigner) 		Embassy	
Certificate of Pre-Ma Orientation and Cou	•	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.	Asst. Reg. Officer Mun. Civil Registrar's Office
		Type all information on the application form	None	20 min.	Mun. Civil Registrar Mun. Civil Registrar's Office
		Advice applicants to pay the required fees.	None	1 min.	Asst. Reg. Officer 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.	Asst. Reg. Officer Mun. Civil Registrar's Office

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			BACONC PILIPIN
pay fees and Affix	Application		
Signature	for Marriage		
(applicants	License for		
and	Foreigner		
parents)	(P500.00)		
	 Marriage 		
	License for		
	Municipal		
	(P100.00)		
	,		
	 Certification 		
	(P100.00)		
	 Marriage 		
	Solemnizing		
	Fee		
	(P500.00)		
	6		
	• Pre-		
	Marriage Orientation/		
	Counseling-		
	PMOC		
	(P100.00)		
	(1 100.00)		
	 Parent's 		
	Consent		
	(18-21 yr.		
	old)		
	(P100.00)		
	Parent's		
	Advice (21-		
	25 yr. old)		
	(100.00)		
	. De		
	 Request to Form 3- 		
	A/Local		
	(P100.00)		
	D		
	Request to		
	Form 3-A		
	For Foreign		
	(P200.00)		
	If Late		
	Registration of		



	Total	Depending on the option availed	20 days, 39 minutes	
3. Receive Marriage License	MCR to issue, sign, and release marriage license	None	10 days	Asst. Reg. Officer Mun. Civil Registrar's Office
	Prepare and post notice of marriage	None	5 min.	Mun. Civil Registrar Mun. Civil Registrar's Office
	Advice applicant to come back after 10 days	None	10 days	Asst. Reg. Officer Mun. Civil Registrar's Office
	Signature of the Civil Registrar	None	1 min.	Mun. Civil Registrar Mun. Civil Registrar's Office
	Assign Registry Number	None	5 min.	Asst. Reg. Officer Mun. Civil Registrar's Office
	Check and review spellings, entries and signatures	None	5 min.	Asst. Reg. Officer Mun. Civil Registrar's Office
		 With License beyond 15 days (P200.0) 		
		Certificate of Marriage • Without License (P200.00)		BACONG PILIPIN



4. Registration For MarriageThis 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.

be recorded.						
Office or Divisi	on:	Office of the I	Municipal Ci	vil Registrar		
Classification:						
Type of Transa	ction:	G2C - Govern	nment to Cit	izen		
Who may avail:		All				
CHECKLIST O				WHERE TO SEC	URE	
Marriage Cer	tificate			Applicant		
Death Certification widow/widow	,	case if		PSA		
Without Marr (Art.34)	iage Li	cense		PAO		
Affidavit of C	o-Habit	tation				
CLIENT STEPS		AGENCY	FEES TO	PROCESSING	PERSON	
		ACTION	BE PAID	TIME	RESPONSIBLE	
1. Submit/ Present Marriage Certificate		uate and k entries	None	10 minutes	Asst. Reg. Officer Mun. Civil Registrar's Office	
2. Assign Registry No.	spell	ck and review ings, entries signatures	None	5 minutes	Mun. Civil Registrar Mun. Civil Registrar's Office Asst. Reg. Officer Mun. Civil Registrar's Office	
	Assi Num	gn Registry ber	None	1 minute	Asst. Reg. Officer Mun. Civil Registrar's Office	
3. Receive owners copy of the accomplishe d Marriage Certificate	date relea copy	signature & of receipt ase owners of the ument	None	5 minutes	Mun. Civil Registrar Mun. Civil Registrar's Office Asst. Reg. Officer Mun. Civil Registrar's Office	
		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	200.00
Registration of Birth and Death	
Certification Fees of Photocopies	50.00
Research Fee	35.00
Other Certification on documents not	25.00
Mentioned above	
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

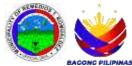
Description	Fees to be Paid
Affidavit of Cohabitation	100.00
Affidavit of Legitimation	100.00
Affidavit of Paternity	100.00
Affidavit of AUSF	100.00
Supplemental Affidavit of the Father	100.00
Legal Capacity to Contract Marriage	200.00
Registration fee for conversion to Islam	500.00
Issuance of certified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

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

Office or Division: Office of the N				he Municipal Ci	vil Registrar		
	assification:		Highly Ted				
Ту	pe of Transac	tion:	G2G – G0	overnment to Go	overnment		
			G2C – Go	vernment to Cit	tizen		
WI	ho may avail:		All				
	CHECKL				WHERE TO SECU	IRE	
	REQUIRE		ΓS				
•	Birth Certificat	:e			PSA		
•	Baptismal				Church		
•	NBI Clearance	9			NBI		
•	Police Clearar	nce			CBR		
•	Marriage Cert	ificate		PSA			
•	National Issue	ed IDs	(e.g.,	Client			
	Passport, Driv	er's Li	cense,				
	PRC and etc.)						
•	Certificate of F	Postino	9	Local and National Circulation			
CI	LIENT STEPS	A	GENCY	FEES TO	PROCESSING	PERSON	
		<u> </u>	CTION	BE PAID	TIME	RESPONSIBLE	
1.	Accomplish	Verif	ication of	None	10 min.	Asst. Reg.	
	Application	docu	ments			Officer	
	and				Mun. Civil		
	verification				Registrar's Office		
	of supporting				Office		
documents							
	and posting	Appli	ication for		20 min.	Office Staff	
		RA 9	048 and			Mun. Civil	



_		.		T	BACONC PILIPIN
		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. Payı requ	ment of iired fees	Issue OR and Receive payment			Revenue Collection Clerk I 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
their corre	to claim				
		Total	Depending on the number of errors	Depending on the processing time of the PSA	



FEEDBACK AND COMPLAINTS MECHANISM

FEEDB/	ACK AND COMPLAINTS MECHANISM
How to send a feedback? How feedback is processed?	Answer the client feedback form and drop it at the designated drop box inside HRMO Office Every Friday, the HRMO opens the drop box and compiles and records all feedback submitted. 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. The answer of the office is then relayed to the citizen.
	For inquiries and follow-ups, clients may contact or may email at hrmo.lgurtr@gmail.com.
How to file complaints?	Answer the Complaint Form Complaints can also be filed via email. Make sure to provide the following information: Name of Person being complained Incident Evidence Contact info: hrmo.lgurtr@gmail.com
How complaints are processed?	Evaluates and endorse the complaint to HRMO. Upon evaluation, the HRMO shall start investigation and forward the complaint to the relevant office for their explanation. 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.
Contact Information of CCB, PCC, ARTA	ARTA: : 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)



LIST OF OFFICES

Office	Address	Contact Information
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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 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									
Cl	assification:		Simple						
Ту	pe of Transa	ction:	G2B – (G2B – Government to Business					
				ervice Provider					
CHECKLIST OF REQUIREM			ENTS		WHERE TO S				
•	Billing State	ment				Service Pro	vider		
	CLIENT STEPS		NCY FION	FEES 1 PA		PROCESSING TIME	PERSON RESPONSIBLE		
1.	Submit billing	Prepare voucher and CAFOA		er and		1 hour	Admin. Aide I Municipal Accounting Office		
		_	t Office ntrol of	No	ne	5 minutes	Admin. Aide I Municipal Budget Office		
		-	AFOA	No		5 minutes	Municipal Budget Officer Municipal Budget Office		
		Forward to Accounting for JEV control and signature To Treasury for CAFOA signature and check for the availability of funds To Mayor's office for CAFOA and voucher approval		None		10 minutes	Accounting Clerk III Municipal Accounting Office		
				To Treasury for CAFOA signature and check for the availability of		No	ne	15 minutes	Municipal Treasurer Municipal Treasurer's Office
				No	ne	1 day	Municipal Mayor Municipal Mayor		
	Return to MTO for Check issuance To mayor's for check approval		O for leck	No	ne	30 minutes	Municipal Treasurer/ MTO Personnel Municipal Treasurer's Office		
			No	ne	1 day	Office Staff Municipal Accounting Office			
		To accour	nting	No	ne	15 minutes	Municipal Accountant/ Accounting		

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	for advice			Personnel Municipal Accounting Office
2. Receive check payment	Treasurer for check release	None	5 minutes	Municipal Treasurer/ MTO Personnel Municipal Treasurer's Office
	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

Office or Divis	ion:	Office of the Municipal Accountant					
Classification:	Simple						
Type of Transa	action:	G2G –	Governm	ent to Go	overnment		
Who may avai	l:	All Mun	icipal Gov	't Perso	nnel/Office Co	ncer	n
CHECKLIST	OF RE	QUIREM	ENTS		WHERE T	O SE	CURE
Billing State	ment				Service	Prov	vider
CLIENT STEPS		ENCY	FEES T PA		PROCESSII TIME	NG	PERSON RESPONSIBLE
1. Sign Logbook	Action Assist Client Prepare documents Sign documents		No	ne	10 minute	6	Admin. Aide I Municipal Accounting Office Admin. Aide I Municipal Accounting Office
			No		5 minutes		Municipal Accountant Municipal Accounting Office
2. Receive requested documents	Release of requested document		No	ne	5 minutes	5	Admin. Aide I Municipal Accounting Office
		Total	No	ne	25 minute	S	

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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?	Every Friday, the HRMO opens the drop box and compiles and records all feedback submitted.				
	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.				
	The answer of the office is then relayed to the citizen.				
	For inquiries and follow-ups, clients may contact or may email at hrmo.lgurtr@gmail.com.				
	Answer the Complaint Form				
How to file complaints?	Complaints can also be filed via email. Make sure to provide the following information: Name of Person being complained Incident Evidence				
	Contact info: hrmo.lgurtr@gmail.com Evaluates and endorse the complaint to HRMO.				
How complaints are processed?	Upon evaluation, the HRMO shall start investigation and forward the complaint to the relevant office for their explanation.				
	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.				
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph				



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
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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 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					
	ssification:		Simple					
	e of Transac	tion:	G2C – Government to Citizen					
Who may avail:				y Owners				
	CHECKLIST			ENTS		WHERE TO SI		
• 1	Revised Tax I	Declara	tion			Office of the Municipal Assessor		
	CLIENT STEPS	AGENCY ACTION		FEES T PA		PROCESSING TIME	PERSON RESPONSIBLE	
	Present Tax Declaration	Verify Scan T Registe	records	Noi		Single property - 10 minutes Multiple properties – 1 hr and 30 minutes	Revenue Collection Clerk III Municipal Treasurer's Office Disbursing Officer II Municipal Treasurer's Office MTO Personnel Municipal Treasurer's Office Revenue Collection Clerk III Municipal Treasurer's Office MTO Personnel Municipal Treasurer's Office MTO Personnel Treasurer's Office	
2. F	Pay required tax	Computaxes of and Receive Payme	due ⁄e	Form Assess 1% *2+ (2% per but no exceed	value * Penalty month ot to	10 minutes/Tax Declaration	Revenue Collection Clerk III Municipal Treasurer's Office	
				Disco 10% p				



			payment (Jan- March) 20% for advance payment		
3.	Receive official Receipt	Issue official receipts Post payments to Registrar		5 min./Tax Declaration	Revenue Collection Clerk III 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 Div						
Classification: Simple						
			overnment to Citizen			
Who may av		All		WILEDE TO SEC	IDE	
	CKLIST O			WHERE TO SECU	JKE	
	ntification C			Client		
	Clearance			Barangay		
					D=D00N	
CLIENT STEPS		NCY ION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present ID and provide informati on	Verify the address and personal information of client Compute based on client's annual income		Formula: Annual Gross Income / 1,000 + 2% per month Penalty starting from March	TIME 5 minutes Municipal Treasurer Municipal Treasurer's Office MTO Staff Municipal Treasurer's Office 5 minutes MTO Staff Municipal Treasurer's Office Office Office		
2. Pay for required fees and charges	Issue CTC and Receive payment		onwards	5 minutes	MTO Staff Municipal Treasurer's Office	
3. Receive CTC	Release CTC		None	5 minutes	MTO Staff 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 Divis	ion:	Office of the Municipal Treasurer					
Classification:	Simple	Simple					
Type of Transa	action:		Governm				
					overnment		
Who may avail			n Individu	al			
CHECKLIST			ENTS		WHERE		CURE
 Valid Identif 	ication C	Card			(Client	
SPA (1 Pho	tocopy)				L	awyer	
Official Rece	eipt				Client/ Se	rvice I	Provider
CLIENT	AGE	ENCY	FEES 1	ОВЕ	PROCESS	SING	PERSON
STEPS	AC	TION	PA	ID	TIME		RESPONSIBLE
1. Submit	Scrutin	nize	No	ne	5 minute	es	Municipal
documents	docum	nents					Treasurer
							Municipal
							Treasurer's Office
							Office
2. Issue	Check	OR	No	ne	10 minu	es	Municipal
Official	and Si	gned					Treasurer
Receipt	Disbur	•					Municipal
and Sign	vouche	er					Treasurer's
voucher							Office
3. Receive	Releas	se	No	ne	5 minut	es	Municipal
Check							Treasurer
0.1001							Municipal
							Treasurer's
					20 :		Office
	Total	No	ne	20 minu	tes		



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								
			Simple					
Type of Transa	action:	G2C -	G2C – Government to Citizen					
Who may avai	l:	Propert	y Owners	/ Repre	esentative			
CHECKLIST	OF REC	QUIREM	ENTS		WHERE TO	SECURE		
 Special Pownon-owners 			SPA) for		Lawy	er		
 Deed of Sal 	e in the	absence	of SPA		New O	wner		
Receipt of F	ayment				MTC	O		
CLIENT		NCY	FEES TO		PROCESSING	PERSON		
STEPS		ΓΙΟΝ	PAI		TIME	RESPONSIBLE		
1. Present documents	Scrutinize and photocopy the documents		Non	e	5 minutes/ per declaration	Revenue Collection Clerk III Municipal Treasurer's Office		
						Disbursing Officer II Municipal Treasurer's Office		
						MTO Permanent Personnel Municipal Treasurer's Office		
2. Pay required fees	Receive payme issue (ent and DR -ax	x		10 minutes./ tax declaration	MTO Permanent Personnel/Staff Municipal Treasurer's Office		
	Sign T Cleara	nce	None		5 minutes	Municipal Treasurer Municipal Treasurer's Office		
3. Receive Tax Clearance	Releas Cleara			е	5 minutes	MTO Permanent Personnel/Staff Municipal Treasurer's Office		
		Total	80.00 pe		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.

	<u> </u>				
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 REC	QUIREMENTS	WHERE TO SECURE			
Tax Declaration		Assessor			

•	l ax Declaration			ASSESSOF		
	CLIENT	AGENCY	FEES 1		PROCESSING	PERSON
	STEPS	ACTION	PAID		TIME	RESPONSIBLE
1.	Present	Verify and	No	ne	30 minutes/ per	Revenue
	documents	compute tax			declaration	Collection Clerk
						III
						Municipal
						Treasurer's
						Office
						Disbursing
						Officer II
						Municipal
						Treasurer's
						Office
						MTO
						Permanent
						Personnel
						Municipal
						Treasurer's
						Office
2.	Receive	Release	No	ne	5 minutes	MTO
	Computati	computation				Permanent
	on of tax					Personnel
	bill					Municipal
						Treasurer's
						Office
		Total	No	ne	35 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND CO	OMPLAINTS 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?	Every Friday, the HRMO opens the drop box and compiles and records all feedback submitted.
	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.
	The answer of the office is then relayed to the citizen.
	For inquiries and follow-ups, clients may contact or may email at hrmo.lgurtr@gmail.com.
	Answer the Complaint Form
How to file complaints?	Complaints can also be filed via email. Make sure to provide the following information: Name of Person being complained Incident Evidence
	Contact info: hrmo.lgurtr@gmail.com
	Evaluates and endorse the complaint to HRMO.
How complaints are processed?	Upon evaluation, the HRMO shall start investigation and forward the complaint to the relevant office for their explanation.
	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.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph : 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)



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
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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 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								
		on:		of the Municipal Budget Officer					
	assification: pe of Transa	ction:	Simple	e - Government to Business					
	ho may avail			e Provider					
	CHECKL				HERE TO SECUR	RE			
	REQUIRE								
•	Billing			Service provider	Service provider				
	CLIENT	AGE	NCY	FEES TO BE	PROCESSING	PERSON			
	STEPS	ACT	ION	PAID	TIME	RESPONSIBLE			
1.	Email billing	Prepai CAFO vouche	A and	None	1 hour	Admin Aide I Municipal Budget Office			
		Record		None	5 minutes	Admin Aide I Municipal Budget Office			
						Sr. Administrative Assistant I (Data Controller IV) Municipal Budget Office			
		Approval of CAFOA		None	5 minutes	Municipal Budget Officer Municipal Budget Office			
		Submit to Accounting for processing		None	5 minutes	Municipal Accountant Municipal Accounting			
		Review and check complete supporting documents and computation				Office			
		Journal Entry Voucher Submit to Treasury for processing Check the Availability of funds		None	5 minutes	Accounting Clerk III Municipal Accounting Office			
				None	10 minutes	Municipal Treasurer Municipal Treasurer's			
						Office			
		Sign C and vo	AFOA oucher	None	2 minutes	<i>Municipal Treasurer</i> Municipal Treasurer's			



				Office
	Proceed to Mayor's Office for Voucher Approval	None	30 minutes	Municipal Mayor Municipal Mayor's Office
	Return to treasury for check issuance	None	30 minutes	Municipal Treasurer Municipal Treasurer's Office Admin Aide I Municipal Treasurer's Office
				Revenue Collection Clerk III Municipal Treasurer's Office
				Disbursing Officer II Municipal Treasurer's Office
	Proceed to Mayor's Office for Check Approval	None	1 day	Municipal Mayor Municipal Mayor's Office
	Return to Accounting for Advice	None	15 minutes	ALL Accounting Staff Municipal Accounting Office
	To Treasury for Check Release	None	5 minutes	Municipal Treasurer Municipal Treasurer's Office
2. Receive payment	Submit payments	None	1 day	Admin Aide 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 Mun			nicipal Budget Officer
CI	assification:	Highly Technical	
Ту	pe of Transaction:	G2C – Governme	ent to Government
W	ho may avail:	Barangay Officia	ls and residents concerned
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE
•	Budget Proposal with prescribed		All Baransgays concern
Local Budget Preparation Forms (5			
copies)			
Appropriation Ordinance			

•	Appropriation Ordinance						
	CLIENT	AGENCY	FEES TO BE	PROCESSING	PERSON		
	STEPS	ACTION	PAID	TIME	RESPONSIBLE		
1.		Receive	None	10 min.	Admin Aide I		
	Barangay	documents			Municipal		
	Annual/				Budget Office		
	Supplemen tal Budget	Review,	None	5 days	Municipal		
	with other	evaluate	NOTIC	3 days	Budget Officer		
	documents	process and			Municipal		
	required	sign			Budget Office		
		Prepare					
		transmittal letter and					
		forward to the					
		Municipal					
		Council for					
		approval					
		Forward to	None	10 min	Admin Aide I		
		SB for			Municipal		
		legislation			Budget Office		
		Conduct	None	5 days	SB Members &		
		session -	None	5 uays	SB Secretary		
		formulate			Sangguniang		
		resolution			Bayan Officer		
2.	Receive	Endorse	None	1 day	Sr. Admin Asst.		
	approved	approved		,	I (Data		
	barangay	barangay			Controller)		
	budget	budgets to			Municipal		
		the			Budget Office		
		concerned					
		barangays Total	None	11 days, 20			
		· Otal		minutes			



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND CO	MPLAINTS 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?	Every Friday, the HRMO opens the drop box and compiles and records all feedback submitted.
	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.
	The answer of the office is then relayed to the citizen.
	For inquiries and follow-ups, clients may contact or may email at hrmo.lgurtr@gmail.com.
	Answer the Complaint Form
How to file complaints?	Complaints can also be filed via email. Make sure to provide the following information: Name of Person being complained Incident Evidence
	Contact info: hrmo.lgurtr@gmail.com Evaluates and endorse the complaint to HRMO.
How complaints are processed?	Upon evaluation, the HRMO shall start investigation and forward the complaint to the relevant office for their explanation.
	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.
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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.

Of	fice or Divisi	on:	Municipal S	ocial	Welfare	and Development	Office
	assification:	0 111	Simple	oolai	TTOHATO	and Bovolopinone	<u> </u>
Ty	pe of Transa	ction:	G2C – Gove	ernme	ent to Go	vernment	
	ho may avail:		Any bonafid	le res	ident of	RTR who belongs	to marginalized
						of assistance.	
	CHECKLIST	OF REC	UIREMENT	S		WHERE TO SE	CURE
•	1 Valid Ident	ification	Card		Gov'	t agencies; such as etc.	s PhilHealth and
•	Certificate of /Certificate o Assistance; a circumstance	f the Cli and dep	ent is in Nee ending on th		(Office of the Punor	ng Barangay
			For I	Buria	l Assist	ance	
•	Death Certifi	cate				Local Civil Re	gistrar
•	Funeral Con	tract				Funeral Ho	mes
		_	F	or M	edicatio	n	
•	Medical Cert	ificate/N	1edical Abstr	act		Hospital / Attendin	g Physician
•	Medicines Pi	rescripti	on			Hospital / Attendin	g Physician
F	or Hospitaliz	ation					
•	Medical Cert Abstract	ification	/Medical		Hospital where the patient is confined		
•	Final Bill/Sta	tement (Hospital where the patient is confined		
			For Trans	sport		ssistance	
•	Police Blotte or illegal recr			ets	Philippine National Police Station		
•	Letter Reque Municipal Ma need of trans	ayor that	t the client is			Client	
		•			ducatio	า	
•	Enrollment A	ssessm	ent Form or		Sch	nool where the stud	dent is enrolled
	Certificate of	Enrolm	ent or				
	Registration						
•	Validated Sc	hool ID	of the studer	nt	Sch	nool where the stud	dent is enrolled
	beneficiary						
	CLIENT		SENCY		ES TO PAID	PROCESSING TIME	PERSON DESDONSIBLE
1	STEPS Submit	Condu	CTION		one	15 minutes	RESPONSIBLE Admin Aide I
'	the	person		'N	OHE	าง กากเนเตอ	MSWDO
	needed	•	w/assess				Office
	requirem ment and						
	ents	prepare					
		needed					
		attachr	nents				
		such a	S				
		Obligat	tion				
		Reques	st,				

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

Salvemor	* * *
E CONTRACTOR	
E L	
Store 20	BACONC PILIPINAS

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					Development		
CI	assification:		Simple				
Ту	pe of Transa	ction:	G2C - 0	Governme	ent to Go	overnment	
W	ho may avail	:	Any bor level.	nafide res	sident of	RTR who belongs	below the poverty
	CHECKLIST	OF RE	QUIREM	ENTS		WHERE TO S	ECURE
•	Certificate of	f Indiger	ncy from	the	(Office of the Puno	ng Barangay
	barangay wh	_	•				
	within the mi	unicipali	ity of RTF	₹,			
	Agusan del I	Vorte	•				
	CLIENT	AGE	ENCY	FEES T	О ВЕ	PROCESSING	PERSON
	STEPS	AC	TION	PA	ID	TIME	RESPONSIBLE
1.		Review		PA Non		TIME 5 minutes	Admin Aide I
1.			w the				
1.	Present	Reviev	w the nents				Admin Aide I
1.	Present the	Reviev docum	w the nents				Admin Aide I
	Present the needed requirem ents	Reviev docum	w the nents				Admin Aide I MSWD Office
1.	Present the needed requirem ents	Review docum preser Prepai	w the nents nted		ne		Admin Aide I MSWD Office MSWD Officer
	Present the needed requirem ents Receive the	Review docum preser Prepar sign ar	w the nents nted	Non	ne	5 minutes	Admin Aide I MSWD Office
	Present the needed requirem ents Receive the Certificate	Review docum preser Prepai sign ai issue t	w the nents nted re, and the	Non	ne	5 minutes	Admin Aide I MSWD Office MSWD Officer
	Present the needed requirem ents Receive the Certificate of	Review docum preser Prepai sign ai issue t Certific	w the nents nted re, and the cate of	Non	ne	5 minutes	Admin Aide I MSWD Office MSWD Officer
	Present the needed requirem ents Receive the Certificate	Review docum preser Prepai sign ai issue t	w the nents nted re, and the cate of	Non	ne	5 minutes 5 minutes	Admin Aide I MSWD Office MSWD Officer
	Present the needed requirem ents Receive the Certificate of	Review docum preser Prepai sign ai issue t Certific	w the nents nted re, and the cate of	Non	ne	5 minutes	Admin Aide I MSWD Office MSWD Officer

[96]

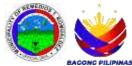


3. Securing Of Social Case Study Report

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 Officer	Office of the Municipal Social Welfare and Development Officer					
Classification:	Complex	Complex					
Type of Transaction	n: G2C – Gove	G2C – Government to Government					
Who may avail:	Any bonafide	resident	of	RTR who belongs	to marginalized		
	families or cli	ents in n	eed	of assistance.			
CHECKLIST OF	REQUIREMENTS	3		WHERE TO SE	CURE		
Any valid Identifi	cation Card		ers'	on needing the So Report	cial Case Study		
 /Certificate of the Assistance; 	 /Certificate of the Client is in Need of Assistance; 				gay Captain		
and depending of the client	on the circumstand						
		urial Ass	ist				
 Death Certificate 				Local Civil Re	_		
Funeral Contract				Funeral Ho	mes		
	Fo	r Medica	itio	n			
 Medical Certificate 	te/Medical			Hospital / Attending	g Physician		
 Medicines Presc 	ription			Hospital / Attending	g Physician		
	For	Hospitali	zat	ion			
Medical Certification Abstract	tion/Medical	ŀ	Hos	pital where the pat	ient is confined		
 Final Bill/Statem 	ent of Account	ŀ	Hospital where the patient is confined				
	For A	ssistive	De	vice			
Medical Certifica	te	M	un.	Health Office/Hosp	oital/Health Clinic		
Whole Body Pict	ure		Client				
Certificate of Ind			Office of the Punong Barangay				
PWD ID Card	<u> </u>		Client				
	for Prosthesis and	1	Pharmacy/store selling the assistive				
hearing aid		•	device or medical supply				
	F	or Educa	tio		117		
Enrollment Asse Certificate of	ssment Form or		Sch	nool where the stud	lent is enrolled		
 Enrolment or Re 	gistration						
 Validated Schoo beneficiary 	I ID of the student		Sch	nool where the stud	lent is enrolled		
CLIENT STÉPS	AGENCY	FEES 1	О	PROCESSING	PERSON		
	ACTION	BE PA	ID	TIME	RESPONSIBLE		
Register in the Office Log Book and Submit the requirement s	Receives/ Reviews requirements	None		1 minute	MSWD Officer MSWD Office		

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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.

Of	fice or Divisi	Pevelopment					
			Officer				
	assification:		Simple	_			
_	pe of Transaction: G2C – Government to Government						
WI	ho may avail	:		resident of RTR who is examined and assessed ability whether temporary or permanent disability.			
С	HECKLIST O	F RFQI		ability whether	WHERE TO SE		
•	Personal ap				MSWDO	JOINE	
	physician (A						
•	Medical cert	ificate ir	dicating that		Municipal Health	Office	
	a person has	s a disal	oility (Non-	Medical sp		ing on the type of	
	apparent).				disability Public		
	CLIENT	AGEN	ICY ACTION	FEES TO	PROCESSIN	PERSON	
	STEPS	AOLI	ioi Aomon	BE PAID	G TIME	RESPONSIBLE	
1.	Submit	Check	the	None	20 minutes	MSWD Staff	
	the	require	ements			MSWD Office	
	requirem	preser	ited.				
	ents						
		Prepai	e and fill out				
		the PV					
		_	ration Form				
		and iss					
		Certific					
			ent Disability			14014/5-05%	
			e PWD ID	None	30 minutes	MSWD Officer MSWD Office.	
		Card a	_			MOVID Office.	
		Bookle	ase Slip				
		Facilita		None	1 day	Admin Aide I	
			of the	None	luay	MSWD Office	
			D Card and				
			ase Slip				
			et by the				
			Municipal				
			ation and				
		the Mu	ınicipal				
		Mayor					
2.	Receive		he PWD ID	None	5 minutes	MSWD Staff	
	the PWD	Card a				MSWD Office	
	ID Card		ase Slip				
	and	Bookle	et				
	Purchase						
	Slip						
	Booklet		Tatal	None	1 dov. EF		
			Total	None	1 day, 55 minutes		
					เมเนเธอ		



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 Divisio	Office of the Officer	Municipal Sc	ocial Welfare and D	Development (
Classification: Simple					
Type of Transac	tion: G2C – Gove	rnment to Go	overnment		
Who may avail:		of Remedios	s T. Romualdez ag	ed 60 years old	
	and above				
	REQUIREMENTS		WHERE TO SEC		
Certificate of	Residency	Of	ffice of the Punong	Barangay	
Certificate of	Live Birth	Local	Civil Registrar (LC	R)/Philippines	
			Statistics Authority	/ (PSA)	
Recent 1x1 ID) Pictures		Client		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTION	BE PAID	TIME	RESPONSIBLE	
1. Submit	Review the	None	5 minutes	Admin Aide I	
the	documents			MSWD Office	
required	submitted				
document	Prepare the	None	30 minutes	Admin Aide I	
S	Senior Citizens			MSWD Office	
	ID and Purchase				
	Slip Booklets Signing of	None	1 day	OSCA President	
	Senior Citizens	None	i uay	Senior Citizen	
	ID and Purchase			Office	
	Slip Booklets by			Omoo	
	the OSCA Head			Municipal Mayor	
	and Municipal			Municipal	
	Mayor			Mayor's Office	
2. Receive the	Release of	None	5 minutes	Admin Aide I	
Senior	Senior Citizens			MSWD Office	
Citizen ID	ID Card and				
Card and	Purchase Slip				
Purchase Slip Booklet	Booklet				
Silb Dookiet	Total	None	1 day, 40		
	i Otai	140116	minutes		
			iiiiiutes		



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	nn:	Office of the M	Aunicinal Soc	ial Welfare and De	avelonment	
Office of Division	JII.	Office of the iv	iuriicipai 300	iai vveliaie aliu De	evelopinent	
Classification:		Simple				
Type of Transac	ction:	G2C – Govern	ment to Gov	ernment		
Who may avail:		Any solo pare	nt who is residing in R.T Romualdez, Agusan			
		del Norte.				
CHECKLIST C		JIREMENTS		WHERE TO SEC	URE	
Solo Parent F			0.11	MSWDO		
Barangay Ce			Off	ice of the Punong	Barangay	
applicant is a						
resident of thCertificate of		·	Local	Civil Dogistror /I C	D\/Dhilippipos	
Certificate of aged 22 year	_			Civil Registrar (LC Statistics Authority		
In case of wide				MCR/PSA	, ,	
Certificate of						
common-law						
In the case of		nent/legal		Court		
separation –						
	eclaratio	n of the nullity				
of marriage	di Da ala	uda a that the		DAO/Drivete Att	0 400 00 /	
 Sworn Affidate Solo Parent h 			PAO/Private Attorney			
care and sup		•				
-	•	10				
child/children						
CLIENT		NCY ACTION	FEES TO	PROCESSING	PERSON	
		NCY ACTION	FEES TO BE PAID	TIME	RESPONSIBLE	
CLIENT STEPS 1. Submit	AGEN Review	v the				
CLIENT STEPS 1. Submit the	Review docum	v the ents	BE PAID	TIME	RESPONSIBLE	
CLIENT STEPS 1. Submit the needed	AGEN Review	v the ents	BE PAID	TIME	MSWD Officer MSWD Office	
CLIENT STEPS 1. Submit the needed requirem	Review docum	v the ents	BE PAID	TIME	MSWD Officer MSWD Office Admin Aide I	
CLIENT STEPS 1. Submit the needed requirem ent and	Review docum submit	v the lents ted	None	TIME 10 minutes	MSWD Officer MSWD Office Admin Aide I MSWD Office	
CLIENT STEPS 1. Submit the needed requirem	Review docum submit	v the lents ted	BE PAID	TIME	MSWD Officer MSWD Office Admin Aide I MSWD Office MSWD Office	
CLIENT STEPS 1. Submit the needed requirem ent and accomplis h Solo Parent	Review docum submit	v the sents ted	None None	TIME 10 minutes 30 minutes	RESPONSIBLE MSWD Officer MSWD Office Admin Aide I MSWD Office MSWD Officer MSWD Officer MSWD Office	
CLIENT STEPS 1. Submit the needed requirem ent and accomplis h Solo	Review docum submit	re the Solo	None	TIME 10 minutes	RESPONSIBLE MSWD Officer MSWD Office Admin Aide I MSWD Office MSWD Officer MSWD Officer MSWD Officer	
CLIENT STEPS 1. Submit the needed requirem ent and accomplis h Solo Parent	Review docum submit	re the Solo ID gning of Solo ID by the	None None	TIME 10 minutes 30 minutes	RESPONSIBLE MSWD Officer MSWD Office Admin Aide I MSWD Office MSWD Officer MSWD Officer MSWD Office	
CLIENT STEPS 1. Submit the needed requirem ent and accomplis h Solo Parent	Review docum submited Preparamental Parental Parental MSWE	re the Solo ID gning of Solo ID by the O Head and	None None	TIME 10 minutes 30 minutes	RESPONSIBLE MSWD Officer MSWD Office Admin Aide I MSWD Office MSWD Officer MSWD Officer MSWD Officer MSWD Officer MSWD Officer	
CLIENT STEPS 1. Submit the needed requirem ent and accomplis h Solo Parent	Review docum submited Preparamental Parental Parental MSWE	re the Solo ID gning of Solo ID by the	None None	TIME 10 minutes 30 minutes	RESPONSIBLE MSWD Officer MSWD Office Admin Aide I MSWD Office MSWD Officer MSWD Officer MSWD Officer	
CLIENT STEPS 1. Submit the needed requirem ent and accomplis h Solo Parent	Review docum submited Preparamental Parental Parental MSWE	re the Solo ID gning of Solo ID by the O Head and	None None	TIME 10 minutes 30 minutes	RESPONSIBLE MSWD Officer MSWD Office Admin Aide I MSWD Office MSWD Officer	
CLIENT STEPS 1. Submit the needed requirem ent and accomplis h Solo Parent Form	Review docum submits Prepar Parent The sign Parent MSWE Munici	re the Solo ID gning of Solo ID by the Head and pal Mayor	None None	TIME 10 minutes 30 minutes	RESPONSIBLE MSWD Officer MSWD Office Admin Aide I MSWD Office MSWD Officer	
CLIENT STEPS 1. Submit the needed requirem ent and accomplis h Solo Parent Form 2. Receive the Solo Parent	Review docum submits Prepar Parent The sign Parent MSWE Munici	re the Solo ID In ID In ID In ID In ID In ID In I	None None None	10 minutes 30 minutes 1 day	RESPONSIBLE MSWD Officer MSWD Office Admin Aide I MSWD Office MSWD Officer MSWD Officer	
CLIENT STEPS 1. Submit the needed requirem ent and accomplis h Solo Parent Form	Review docum submits Prepar Parent The sign Parent MSWE Munici	re the Solo ID gning of Solo ID by the Head and pal Mayor	None None None	10 minutes 30 minutes 1 day	RESPONSIBLE MSWD Officer MSWD Office Admin Aide I MSWD Office MSWD Officer MSWD Officer MSWD Officer MSWD Officer MSWD Officer MSWD Office Municipal Mayor Municipal Mayor's Office MSWD Officer MSWD Officer MSWD Officer MSWD Officer	
CLIENT STEPS 1. Submit the needed requirem ent and accomplis h Solo Parent Form 2. Receive the Solo Parent	Review docum submits Prepar Parent The sign Parent MSWE Munici	re the Solo ID gning of Solo ID by the Head and pal Mayor	None None None	10 minutes 30 minutes 1 day	RESPONSIBLE MSWD Officer MSWD Office Admin Aide I MSWD Office MSWD Officer MSWD Officer MSWD Officer MSWD Officer MSWD Officer MSWD Officer MSWD Office Municipal Mayor Municipal Mayor's Office MSWD Officer MSWD Officer MSWD Officer MSWD Officer MSWD Officer MSWD Officer	
CLIENT STEPS 1. Submit the needed requirem ent and accomplis h Solo Parent Form 2. Receive the Solo Parent	Review docum submits Prepar Parent The sign Parent MSWE Munici	re the Solo ID gning of Solo ID by the Head and pal Mayor se of Solo	None None None None	TIME 10 minutes 30 minutes 1 day 5 minutes	RESPONSIBLE MSWD Officer MSWD Office Admin Aide I MSWD Office MSWD Officer MSWD Officer MSWD Officer MSWD Officer MSWD Officer MSWD Office Municipal Mayor Municipal Mayor's Office MSWD Officer MSWD Officer MSWD Officer MSWD Officer	
CLIENT STEPS 1. Submit the needed requirem ent and accomplis h Solo Parent Form 2. Receive the Solo Parent	Review docum submits Prepar Parent The sign Parent MSWE Munici	re the Solo ID gning of Solo ID by the Head and pal Mayor	None None None	10 minutes 30 minutes 1 day	RESPONSIBLE MSWD Officer MSWD Office Admin Aide I MSWD Office MSWD Officer MSWD Officer MSWD Officer MSWD Officer MSWD Officer MSWD Officer MSWD Office Municipal Mayor Municipal Mayor's Office MSWD Officer MSWD Officer MSWD Officer MSWD Officer MSWD Officer MSWD Officer	



7. Special Social Services For Abused Children

Office or Division		Office of the Municipal Social Welfare and Development					
Classification:		Officer Complex					
Type of Transact			mont to Citiz	'On			
Who may avail:		G2C – Government to Citizen Children victims of abuse, exploitation, and discrimination					
CHECKLIST OF							
None							
CLIENT STEPS	Δ	BENCY	FEES TO	PROCESSING	PERSON		
OLILINI OTLI O		CTION	BE PAID	TIME	RESPONSIBL		
	, ,				E		
1. Report the	Condu	ct	None	15 minutes	MSWD Officer		
incident at	intervie	ews,			MSWD Office		
the MSWD	gather	relevant			Admin Aide I		
Office	informa	ation			MSWD Office		
	If the c	lient	None	15 minutes	MSWD Officer		
	wanted	d to settle			MSWD Office		
	the pro	blem, the					
	MSWD) Head					
	arrang	e a					
	schedu	le for the					
	conduc	ct of					
	mediat	ion					
	Send t	he	None	3 hours.	Admin Aide I		
	commi	unication			MSWD Office		
	to the						
	respon	dent					
	throug	h the					
	barang	ay official					
2. Attend the	Conduct		None	4 hours.	MSWD Officer		
scheduled	mediat	ion of			MSWD Office		
mediation	both pa	arties					
	Facilitate the		None	20 minutes.	MSWD Officer		
	formula	ation of an			MSWD Office		
	agreen	nent for					
	both pa	arties					
	If the c	lient	None	1 hour.	Admin Aide I		
	wanted	d to file a			MSWD Office		
	case: A	Assist the					
	client t	o the RTR					
	MPS fo	or blotter					
	Assist	the client	None	1 hour.	Admin Aide I		
	to the I	Municipal			MSWD Office		
	Health	Office for					
	medico	o-legal					
	examir	nation					
	Prepar	e Social	None	1 hour.	MSWD Officer		
	Case S	Study			MSWD Office		
	Report						



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						
	sification:		Simple	•				
Type of Transaction:			G2C – Government to Citizen					
Who	may avail			tims o	of domes	tic violence or hav	ing marital	
01	IEO// IOE	<u> </u>	problems			WILEDE TO O	- CUDE	
		OF RE	QUIREMEN [*]	15		WHERE TO SI	ECURE	
• N	lone							
_	LIENT		SENCY		ES TO	PROCESSING	PERSON	
_	STEPS		CTION		PAID	TIME	RESPONSIBLE	
1. R	Report	Condu	ıct	No	one	15 minutes	MSWD Staff	
th	ne	intervi	ews,				MSWD Office	
in	ncident	gather	relevant					
at	t the	inform	ation					
M	1SWD	If the c	lient	N	lone	15 minutes	MSWD Officer	
0	Office	wanted	d to settle				MSWD Office	
		the pro	oblem, the					
		MSWE) Head					
		arrang	e a					
		schedu	ule for the					
		condu	ct of					
		mediat	tion					
		Send t	he	N	lone	3 hours	MSWD Staff	
		commi	unication				MSWD Office	
		to the						
		respon	ndent					
		throug						
		_	gay official					
2. A	ttend the	Condu	-	N	lone	4 hours	MSWD Officer	
	cheduled	mediat		. ,	10110	1110010	MSWD Office	
	nediation	both p					WOVE CITIES	
	iodiation	Facilita		N	lone	20 minutes	MSWD Officer	
			ation of	11	ioric	20 111111111111111111111111111111111111	MSWD Office	
			eement				IVIOVVD OIIIOG	
		•	h parties					
		If the c	•	N.	lone	1 hour	MSWD Staff	
				IN	IOI I C	i iloui		
			d to file a				MSWD Office	
		case: /	Assist the					

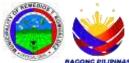


	client to the RTR MPS for blotter			
	Assist the client to the Municipal Health Office for medico-legal examination	None	1 hour	MSWD Staff MSWD Office
3. Attend in the filing of the case	Assist the client in filing the case	None	5 hours	Regional Trial Court
	Total	None	1 day, 6 hours, 50 minutes	

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.

Of	ffice or Divisi	ion:	Office of th Officer	fice of the Municipal Social Welfare and Development					
Classification: Simple									
	pe of Transa			C – Government to Citizen					
	ho may avail			CICL in the municipality of RTR					
		KLIST C			WHERE TO SECU	JRE			
		REMEN							
•	None								
	CLIENT	AC	SENCY	FEES TO	PROCESSING	PERSON			
	STEPS	A	CTION	BE PAID	TIME	RESPONSIBLE			
1.	Appear	Receiv		None	10 minutes	MSWD Officer			
	at the	CAR/C	CICL			MSWD Office			
	MSWD	referre	ed by the						
	Office	PNP a	nd other			Admin. Aide I			
		partne	r			MSWD Office			
		agenci	ies.						
		Inform	the						
		parent	s, and						
		guardi	ans and						
		advise	them to						
		appea	r at the						
			Office						
		Condu	ıct	None	1 hour	MSWD Officer			
		intervi	ews and			MSWD Office			
		gather	relevant						
		inform	ation						
		Condu	ıct	None	2 hours	MSWD Officer			
		counse	eling/			MSWD Office			



				BACONG PILIPI
	advice giving			
				Admin. Aide I
				MSWD Office
	Turn-over the	None		MSWD Officer
	child to			MSWD Office
	parents/guardia			
	ns			Admin. Aide I
				MSWD Office
2. Attend the	In case there	None	4 hours	MSWD Officer
mediation	was no case			MSWD Office
	filed, conduct			
	mediation			Admin. Aide I
	together with			MSWD Office
	the child, the			
	child's parent/s,			
	and the victim			1.4014/5-0.55
	Facilitate the	None	30 minutes	MSWD Officer
	formulation of			MSWD Office
	agreement			
	between the			
	two parties	Mana	4 5 5 1 1	MOM/D Officer
	Refer to the	None	1 hour	MSWD Officer
	BCPC for			MSWD Office
	intervention	Nana	0 6 0	MCM/D Officer
	When the case	None	3 hours	MSWD Officer
	is already filed			MSWD Office
	in court, Conduct the			
	additional			
	interview for the			
	determination			
	of the child's			
	discernment			
	Submit the	None	4 hours	MSWD Officer
	Social Case	140110	THOUIS	MSWD Office
	Study Report			
	focused on the			
	assessment of			
	Discernment to			
	RTC Butuan			
	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	Complex			
Type of Transaction:	G2C – Govern	G2C – Government to Citizen			
Who may avail:	Any bonafide resident of RTR who belongs below the poverty level.				
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE			
Certificate of Indigency from the		Office of the Punong Barangay			
barangay where the	e client resides				
within the municipality					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present the Ro	eview the	None	10 minutes	MSWD Officer	
needed do	ocuments			MSWD Office	
documents pr	resented				
2. Receive the Pr	repare, sign	None	10 minutes	MSWD Officer	
	nd issue			MSWD Office	
requirements re	ferral letter				
	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:		<u> </u>	vernment to Cit	tizen			
	o may avail					ng a common law	
	, ,		Married man or woman, or any person having a common law partner who is experiencing relationship problem				
		KLIST C	F	WHERE TO SECURE			
	REQUI	REMEN	TS				
• 1	None						
	CLIENT	AC	SENCY	FEES TO	PROCESSING	PERSON	
	STEPS	ACTION		BE PAID	TIME	RESPONSIBLE	
1. F	Report	Conduct		None	15 minutes	MSWD Officer	
t	:he	interviews,				MSWD Office	
i	ncident	gather relevant					
a	at the	information					
I	MSWD	the MSWD		None	15 minutes	MSWD Officer	
	Office	Head arrange a				MSWD Office	
		schedule for the					
		conduct of					
		mediation					
		Send the		None	3 hours	Admin Aide I	
		communication				MSWD Office	
		to the					



respondent			
through the			
barangay official			
Conduct	None	4 hours	MSWD Officer
mediation of			MSWD Office
both parties			
Facilitate the	None	20 minutes	MSWD Officer
formulation of			MSWD Office
an agreement			
for both parties			
Total	None	7 hours, 50	
		minutes	
	through the barangay official Conduct mediation of both parties Facilitate the formulation of an agreement for both parties	through the barangay official Conduct None mediation of both parties Facilitate the formulation of an agreement for both parties	through the barangay official Conduct None 4 hours mediation of both parties Facilitate the formulation of an agreement for both parties Total None 7 hours, 50

12. Issuance of Certificate Of Financial Assessment

Office or Division:		Office of the Municipal Social Welfare and Development Officer					
Classification:		Simple					
Ту	pe of Transa	ction:	G2C – Gov	ernment to Cit	tizen		
			•	nafide resident of RTR who belongs below the poverty			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE			
 Certificate of Indigency from the barangay where the client resides within the municipality of RTR, Agusan del Norte 		the client unicipality	Office of the Punong Barangay				
	CLIENT STEPS		SENCY CTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.	Present	Reviev	v the	None	5 minutes	Admin Aide I	
	the	documents				MSWD Office	
	needed requirem ents	presented					
2.	Receive	Prepar	e, sign	None	5 minutes	MSWD Officer	
	the	and issue the				MSWD Office	
	Certificate	Certificate of					
	of	Indige	ncy				
	Financial						
	Assessme						
	nt						
			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?	Every Friday, the HRMO opens the drop box and compiles and records all feedback submitted.			
	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.			
	The answer of the office is then relayed to the citizen.			
	For inquiries and follow-ups, clients may contact or may email at hrmo.lgurtr@gmail.com.			
	Answer the Complaint Form			
How to file complaints?	Complaints can also be filed via email. Make sure to provide the following information: Name of Person being complained Incident Evidence Contact info: hrmo.lgurtr@gmail.com			
	Evaluates and endorse the complaint to HRMO.			
How complaints are processed?	Upon evaluation, the HRMO shall start investigation and forward the complaint to the relevant office for their explanation.			
	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.			
Contact Information of CCB, PCC, ARTA ARTA: complaints@arta.gov.ph : 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)				



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
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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 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

_	pe of Transacti ho may avail:	All	/emme	ent to Cit	izen				
VVI		F REQUIREMENT	-	WHERE TO SECURE					
•	Letter Request	I KEQUIKEIVIEN I	3	Complainant					
	CLIENT STEPS AGENCY		CCC	ES TO	PROCESSING	PERSON			
C	LIENI SIEPS	ACTION		PAID	TIME	RESPONSIBLE			
1.	Sign in client	Assist client in	None	IAID	5 minutes	KEOI ONOIDEE			
	logbook/	signing logbook							
	Request								
	Letter from								
	client								
2.	Geotagging	Conduct	N	lone	4 hrs. maximum				
	00 0	Geotagging							
3.	Provide forms	Provide forms	N	one	5 minutes	Draftsman			
	for Building	to clients				Mun.			
	Permit					Engineering			
4.	Receive and	Check the			4 hrs.	Office			
	review	documents							
	documents from the clients								
5.	Issue Order		*Indig	genous	5 minutes				
	of payment		- Php	_					
			315.0	00					
			*Star	ndard-					
			Depe	ending					
			on th	e area					
			and b	oill of					
			mate	rials					
6.	Approving				1 hr	Engineer II/			
	Application					Municipal			
						Engineer			
						Mun.			
						Engineering			
						Office			
		Total	Depo	ending	9 hours, 10				
			_	ne area	minutes				
				bill of					
			mat	terials					



2. Request Detailed Engineering

Offic	Office or Division: Office of the Municipal Engineer								
	sification:	011.	Simple						
	of Transa	ction:		vernment to Citizen					
	may avail:		All	verninent to Ottizen					
			QUIREMEN	TS WHERE TO SECURE					
	Request Lett					Client			
	·		NENOV		-0 TO		DEDCON		
_	CLIENT STEPS		SENCY CTION		ES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE		
	Planning &	Α'	STION		one	3 days to 3	KESI ONSIDEE		
	esign			11	OHE	months	Draftsman/		
	,coigii					depends on			
						complexity and	Engineer II/		
						Budgetary	Admin. Aide I/		
						Allocation of	Municipal		
						Project	Engineer		
							Mun.		
							Engineering		
							Office		
2. P	OW			None		4 hrs.	Admin. Aide I		
	reparation						Engineer II/		
	or						Admin. Aide I		
	Barangays						Mun.		
	Line						Engineering		
	gencies Request						Office		
	Conduct of			N	one	3 hrs.	Engineer II/		
	Project			'	0110	0 1113.	Municipal		
	nspection						Engineer		
	ssuance			N	one	10 min.	Mun.		
	f Project						_		
	1onitoring						Engineering		
R	Report						Office		
			Total	.	000	2 days to 2			
			Total	l IN	one	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	e iviui	iicipai Li	igirieei				
Type of Transaction:		/ornm/	ant to Ci	tizon				
Who may avail:	All	/EIIIIII		112611				
CHECKLIST OF RE		TC	S WHERE TO SECURE					
Request Letter	LQUINLIVILIV	IJ		Client	CORL			
·	_		_		_			
CLIENT STEPS	AGENCY		ES TO	PROCESSING	PERSON			
4 Otro et Liebte	ACTION		PAID	TIME	RESPONSIBLE			
1. Street Lights & other		IN	one	20 mins per	Electrician			
Electrical				street light	designate/			
Facilities					Municipal			
i adiities					Engineer			
					Mun.			
					Engineering			
					Office			
2. Heavy		N	one	20 mins.	Mechanic			
Equipment					designate/			
Usage					Municipal			
					Engineer			
					Mun.			
					Engineering			
					Office			
3. Municipal		N	one	1 hr	Electrician			
Lights/ Water		11	OHE	1 111	designate/			
Facilities					_			
					Municipal			
					Engineer			
					Mun.			
					Engineering			
					Office			
4. Maintenance		N	one	Maximum' of 5	Engineer II/			
of Road				days/brgy	Municipal			
networks					Engineer			
					Mun.			
					Engineering			
					Office			
	Total	N	one	Depending on				
				the number of				
				infra facilities				
				required to be				
				fix				
				<u> </u>				



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?	Every Friday, the HRMO opens the drop box and compiles and records all feedback submitted.
	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.
	The answer of the office is then relayed to the citizen.
	For inquiries and follow-ups, clients may contact or may email at hrmo.lgurtr@gmail.com.
	Answer the Complaint Form
How to file complaints?	Complaints can also be filed via email. Make sure to provide the following information: Name of Person being complained Incident Evidence Contact info: hrmo.lgurtr@gmail.com
	Evaluates and endorse the complaint to HRMO.
How complaints are processed?	Upon evaluation, the HRMO shall start investigation and forward the complaint to the relevant office for their explanation.
	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.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph



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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		he Municipal Engineer/ MENRO					
Classification:	Simple	vernment to Citizen					
Type of Transaction	on: G2C – Gov	verninent to Citizen					
Who may avail: CHECKLIST OF		TS WHERE TO SECURE					
Complaint letter		10		As set by the Office			
•							
CLIENT STEPS	AGENCY ACTION		ES TO	PROCESSING TIME	PERSON RESPONSIBLE		
7. Report to the	a.) Receive			5 minutes	Admin. Aide I		
Office. Submit	the letter (if	11	IOHE	3 minutes	MENR Office		
the letter of	there is any).				WILINIX Office		
complaint (if	Ask the client						
available)	the fill in their						
avaliable)	information in						
8. Provide	the log book	N	lone	1 hour	Admin. Aide I		
further	b.) Ask for an	IN	ione	i iloui	MENR Office		
	in-depth and detailed				WENK Office		
important details about	information						
the concern/	about the						
issue reported	concern/issue						
to the office	received from						
to the office	the client						
3. Approach	c.) Conduct	None		1 day	Admin. Aide I		
MENRO	site inspection	11	10116	1 day	MENR Office		
personnel for	for verification				WILINIX Office		
complaints	and further				MENRO		
Complaints	data				Designate		
	gathering	ina			MENR Office		
	gatiloning				WEINIC OILICE		
	b. Conduct	None		3 hours	Admin. Aide I		
	site inspection	• ,		3 110013	MENR Office		
	with the						
	involved				MENRO		
	parties				Designate		
	partioo				MENR Office		
	c. Generate	N	lone	1 day	Admin. Aide I		
	report	• ,		. day	MENR Office		
	documents &						
	prepare report				MENRO		
	for referral to				Designate		
	concerned				MENR Office		
	higher						
	authority						
	Total	N	lone	2 days/ 4 hrs. &			
	. 0 . 0 .			5 minutes			



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

Of	fice or Divisi	on:	Office of the Municipal Engineer/ MENRO					
CI	assification:		Simple		-	-		
Ty	Type of Transaction: G2C – Government to Citizen							
W	ho may avail	:	All					
	CHECKLIST	OF REC	QUIREMEN	TS		WHERE TO	SECURE	
•	Request Let	ter				Clie	nt	
	CLIENT	AG	SENCY	FEE	S TO	PROCESSING	PERSON	
	STEPS	A	CTION	BE	PAID	TIME	RESPONSIBLE	
5.	Sign in	Assist	client in	Ν	one	3 minutes	Admin. Aide I	
	client	signing	g in				MENR Office	
	logbook							
6.	Submit	Receiv		None		5 minutes	Admin. Aide I	
	request		request				MENR Office	
	letter	letter						
		Condu	ct IEC	N	one	Max 3 hours	Admin. Aide I	
						MENR Office		
							MENRO	
							Designate	
							MENR Office	
Tatal				N I		May 2 harres	IVILIVIT OTTICE	
	Total			N	one	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?	Every Friday, the HRMO opens the drop box and compiles and records all feedback submitted.
	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.
	The answer of the office is then relayed to the citizen.
	For inquiries and follow-ups, clients may contact or may email at hrmo.lgurtr@gmail.com.
	Answer the Complaint Form
How to file complaints?	Complaints can also be filed via email. Make sure to provide the following information: Name of Person being complained Incident Evidence Contact info: hrmo.lgurtr@gmail.com
	Evaluates and endorse the complaint to HRMO.
How complaints are processed?	Upon evaluation, the HRMO shall start investigation and forward the complaint to the relevant office for their explanation.
	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.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph : 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)



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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

Type of Transac		ment to Citizen						
Who may avail:		Property Own						
CHECKLIST O	FRE	QUIREMENTS			WH	HERE TO SE	CURE	
 Request Lette 	r			Client				
CLIENT STEPS	1	AGENCY ACTION		ES TO E PAID	PRO	CESSING TIME	PERSON RESPONSIBLE	
1. Log thru log book and accomplish Customer Request Form	loggi acco	st clients in ng in & mplishing est form		None	3	minutes	Project Development Assistant MPDC Office	
2.Provide relevant information and submit required documents	what docu	for mation on relevant ments they I to submit		None	15	minutes	MPDC MPDC Office	
	*Receive the documents *Review and check the completeness of the documents submitted			None	5	minutes	MPDC MPDC Office	
3.Pay the corresponding fees to	Payr Rece	eive OR then		80.00 None		minutes 9 days	MPDC Office MPDC	
Municipal Treasury Office. Then, return to	sche evalu	eed to duling of site uation					MPDC Office	
MPDC to present the Original copy of	Eval	uating of Site		None		1 day	MPDC MPDC Office	
Payment Receipt	nent						Project Development Assistant MPDC Office	
		Prepare Evaluation Report		None	30	minutes	MPDC MPDC Office	
	Approve Application			None		minutes	MPDC MPDC Office	
4.Claim Zoning Certification and	Certi	ase Zoning fication		None		minutes	MPDC Office	
fill-up Feedback Form	Assi	st client		None		minutes	MPDC MPDC Office	
		Total	•	80.00	h	days, 1 our, 48 ninutes		



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	Assist client	None	3 minutes	Project Development Assistant MPDC Office
request form 2.Provide	Interview client	None	3 minutes	Project
necessary information	regarding the type and purpose of the data needed	None	3 minutes	Development Assistant MPDC Office
	Issuing of order of payment	None	5 minutes	Project Development Assistant MPDC Office
7. Pay the required fee	Issue OR and	80.00	5 minutes	Revenue Collection Clerk III Municipal Treasurer's Office
8. Provision of Data needed and	Issue the Data needed	None	10 minutes	Project Development Assistant MPDC Office
accomplish Feedback Form	Assist client	None	10 minutes	MPDC 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							
		Simple					
Type of Transaction:		G2C – Government to Citizen					
			roperty Owner				
CHECKLIST O			REMENTS WHERE TO SECURE				
• None							
CLIENT	AGE	NCY ACTION	FEES TO	PROCESSIN	PERSON		
STEPS			BE PAID	G TIME	RESPONSIBLE		
1. Log in thru	Assist	client	None	3 minutes	Project		
log book					Development		
*Accomplish					Assistant		
customer					MPDC Office		
Request Form							
2. Accomplish	Provid	e Require	None	15 minutes	MPDC		
Application	Forms	•			MPDC Office		
Form and		ve documents	None	5 minutes	MPDC		
submit	Necen	re documents	INOTIC	J minutes	MPDC Office		
document	*Chec	k tha			Wil DO Office		
					Project		
required		eteness of			Project		
	docum				Development Assistant		
	submit	tted			MPDC Office		
O. Davidha	1	Ouden of	00.00	F. mailion at a c			
3.Pay the	Issue Order of		80.00	5 minutes	MPDC Office		
corresponding	Payment		NI	0 1-	MPDC Office		
fees to	Receive OR then		None	9 days	MPDC		
Municipal	Proceed to				MPDC Office		
Treasury		uling of site					
Office	evalua		NI	4 1-	14000		
and return to	Evalua	ating of Site	None	1 day	MPDC Office		
MPDC to					MPDC Office		
present the					5		
Original					Project		
Payment of					Development		
Receipt					Assistant		
					MPDC Office		
	-	re Evaluation	None	30 minutes	MPDC		
	Repor				MPDC Office		
	Appro	ve Application	None	30 minutes	MPDC		
1.01	<u> </u>			10	MPDC Office		
4.Claim		se Zoning	None	10 minutes	MPDC		
Zoning	Cleara				MPDC Office		
Clearance	Assist	client	None	10 minutes	MPDC		
					MPDC Office		
		Total	80.00	10 days, 1			
				hour, 43			
				minutes			
<u> </u>			<u> </u>	L	1		



4. Issuance Of Zoning Certificate/s

Office or Division:	Office of the MPI	Office of the MPDC		
Classification:	Simple			
Type of Transaction:	G2C – Governme	ent 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	AGENCY	FEES TO	PROCESSING	PERSON
STEPS	ACTION	BE PAID	TIME	RESPONSIBLE
1. Sign	Check and	None	5 minutes	MPDC
Logbook	review			MPDC Office
	documents			
Submit				
documents	Assess property			
2. Pay for	Prepare and	80.00	5 minutes	Municipal
required	issue receipt			Treasurer
fees				Municipal
				Treasurer's
				Office
3. Receive	Release	None	5 minutes	MPDC
Zoning				MPDC Office
Certificate				
				Project
				Development
				Assistant
				MPDC Office
	Total	80.00	15 minutes	



5.Locational Clearance

Office or Division:	Office of the MPDC		
Classification:	Simple		
Type of Transaction:	G2C – Governm	ent to Citizen	
Who may avail:	Property Owner		
CHECKLIST OF REC	QUIREMENTS	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	Check and	None	1 day	MPDC
logbook	review			MPDC Office
	documents			
Accomplish	0 = 1			
Application	Site Evaluation			
form and				
submission of				
complete documents				
2. Pay for	Prepare and	80.00	5 minutes	Municipal
required	issue receipt	30.00		Treasurer
fees	·			Municipal
				Treasurer's
				Office
3. Receive	Release	None	5 minutes	MPDC
clearance				MPDC Office
				Droinet
				Project Development
				Assistant
				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	Office of the MPDC			
Classification:	Simple	Simple			
Type of Transact	ion: G2C – Gov	G2C – Government to Citizen			
Who may avail:	Property C	Property Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Data Request Form			MPDC		
Letter of Intent			Client		
CLIENT	AGENCY	SENCY FEES TO PROCESSING PERSON		PERSON	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign	Receive and	None	5 minutes	MPDC
logbook	review documents			MPDC Office
Submit letter				Project
of intent and				Development
accomplish				Assistant
data request form				MPDC Office
2. Provide	Interview client	None	30 minutes	MPDC
details/				MPDC Office
purpose of				
the request				Project
verbally				Development
				Assistant
				MPDC Office
3. Fill-up CSS	Prepare and	None	5 minutes	MPDC
Receive	issue requested			MPDC Office
requested	data/ documents			
data/documen				Project
ts				Development
				Assistant
				MPDC Office
	Total	None	40 minutes	_



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND CO	MPLAINTS 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?	Every Friday, the HRMO opens the drop box and compiles and records all feedback submitted.
	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.
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	Answer the Complaint Form
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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 trat with due care, diligence and confidentiality all the recorded information in accordance with the Data Privacy Act of 2012.

Office or Division:	Office	Office of the Agriculture		
Classification:	Simple			
Type of Transaction:	G2C	- Government to Citizen		
Who may avail:	Farm			
CHECKLIST OF		WHERE TO SECURE		
REQUIREMENTS				
RSBSA enrollment frilled-up RSBSA form rebe signed by A. MAFC Chairman B. Brgy Captain/ City/Municipal Veterinarian (Livestock)/ Mill Distor (sugarcane) Leader/ C/M/PARC (ARB) C. City/Municipal	nust strict // IP	Municipal Agriculturist Office		
Agriculturist	/	Municipal Access Office / DAD		
Certificate of Transfer	er/	Municipal Assessor Office/ DAR		
Emancipation Paten	t/	ROD BUTUAN		
 Individual Certificate Land Ownership Aw (CLOA)/ 		DAR BUTUAN		
Collective CLOA/		DAR		
Co-ownership CLOA	\ /	DAR		
Agricultural Sales Patent/		ROD		
Homestead Patent/				
Free Patent/				
Certificate of Title or Regular Title/		ROD		
Certificate of Ancest Domain Title/	ral	NCIP		
Tax Declaration		MUN. ASSESSOR OFFICE		
Brgy Certification		BARANGAY HALL		



•	Valid ID		Client Client					
	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1.	Submit Required Documents	Review and check the completen ess of documents submitted	None	30 minutes	Agricultural Technologist Municipal Agriculturist Office			
		Signing of RSBSA Form by Municipal Agriculturis t	None	10 minutes	Municipal Agriculturist Municipal Agriculturist Office			
		Fill-in RSBSA Reference Number, encoding of client data & detachmen t of RSBSA stub (clients copy)	None	10 minutes	Agricultural Technologist Municipal Agriculturist Office			
2.	Receive RSBSA stub (client copy)	Provide the detached RSBSA stub (clients copy)	None	5 minutes	Agricultural Technologist 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 variaties 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 securety.

Office or Divisi	on:	Office of th	e Municipal Ag	riculture				
Classification:		Simple	·					
Type of Transa			vernment to Citizen					
Who may avail		Farmers						
	KLIST (WHERE TO SECURE					
REQUII		15	RSBSA					
RSBSA stub								
CLIENT		SENCY	FEES TO BE PAID	PROCESSING	PERSON			
STEPS 1. Present		ction farmer's	None	TIME 30 minutes	RESPONSIBLE Agricultural			
RSBSA	data	iaiiiiei s	None	30 minutes	Technologist			
stub	uata				Municipal			
Stub					Agriculturist			
					Office			
2. Masterlist of			None	10 minutes	Municipal			
recipients with					Agriculturist/			
signature and					Agricultural			
feedback					Technologist			
forms					Municipal			
					Agriculturist			
					Office			
					President			
					Farmer's			
					Association			
2. Receive		ute palay	None	30 minutes	Municipal			
Palay		based on			Agriculturist/			
Seeds		proved			Agricultural Technologist			
Distributed	maste	rlist			Municipal			
					Agriculturist			
					Office			
					Onice			
					President			
					Farmer's			
					Association			
		Total	None	1 hour, 10	7.00001011			
		. 5 (4)		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 REC	QUIREMENTS WHERE TO SECURE					

• RSBSA stub RSBSA

•	RSBSA Stub			KSBSA				
	CLIENT	AGENCY	FEES TO	PROCESSING	PERSON			
	STEPS	ACTION	BE PAID	TIME	RESPONSIBLE			
1.	Present RSBSA stub	Check farmer's data	None	30 minutes	Agricultural Technologist Municipal Agriculturist Office			
2.	Masterlist of recipients with signature and feedback forms		None	10 minutes	Municipal Agriculturist/ Agricultural Technologist Municipal Agriculturist Office President Farmer's Association			
3.	Receive fertilizer distributed	Distribute fertilizer based on the approved masterlist	None	30 minutes	Municipal Agriculturist/ Agricultural Technologist Municipal Agriculturist Office President Farmer's Association			
		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 Divis	ion:	Office of th	e Municipal Ag	ariculture					
Classification:		Simple							
Type of Transa			vernment to Citizen						
Who may avail		Farmers							
	KLIST (F	WHERE TO SECURE						
REQUI	REMEN	TS							
RSBSA stub	RSBSA stub			RSBSA					
CLIENT	AC	SENCY	FEES TO	PROCESSING	PERSON				
STEPS	A	CTION	BE PAID	TIME	RESPONSIBLE				
1. Request for Rat Poison	Assist client during signing in Masterlist of recipients		None	5 minutes	Municipal Agriculturist Municipal Agriculturist Office Agricultural				
					Technologist Municipal Agriculturist				
Receive rat poison distributed	poison (sachets)		None	10 minutes	Municipal Agriculturist Municipal Agriculturist Office Agricultural				
					Technologist 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.

Of	fice or Divisi	ion:	Office of th	e Municipal Ag	griculture				
CI	assification:		Simple	'					
Ту	pe of Transa	ction:	G2C – Gov	ernment to Cit	tizen				
W	ho may avail	:	Farmers						
	CHECI REQUII	KLIST C REMEN		WHERE TO SECURE					
•	RSBSA stub)		RSBSA					
	CLIENT AGENCY STEPS ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE				
1.	Present RSBSA stub	Check data	farmer	None	30 minutes	Agricultural Technologist Municipal Agriculturist			
2.	2. Receive based on the demo approved inputs		on the red	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.

Of	fice or Divisi	on:	Office of th	e Mur	nicipal Aç	griculture	
Cla	assification:		Simple				
Ty	pe of Transa	ction:	G2C – Gov	ernme	ent to Cit	tizen	
	no may avail		Farmers				
CHECKLIST OF REQUIREMENTS WHE							CURE
•	RSBSA stub)				RSBA	
•	Signed farm	er conse	ent form			Municipal Agricu	Iture Office
•	Copy of generation recommendation farmers		Municipal Agriculture Office and attendance of				
	CLIENT STEPS		SENCY CTION		ES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Present RSBSA stub	data	farmer N		one	15 minutes	AT assigned in the barangay
2.	2. Receive Give recommendation dation			N	one	30 minutes	Municipal Agriculturist/ Agricultural Technologist Municipal Agriculturist Office President Farmer's Association
			Total	N	one	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

Off	Office or Division: Office of the Municipal Agriculture									
Cla	assification:		Simple							
Ty	pe of Transa	ction:	G2C – Government to Citizen							
	no may avail		Farmers							
	CHECKLIST		QUIREMEN'	TS	WHERE TO SECURE					
•	RSBSA stub)				RSBA				
	CLIENT	AG	SENCY	FEE	S TO	PROCESSING	PERSON			
	STEPS	A	CTION	BE	PAID	TIME	RESPONSIBLE			
1.	Present RSBSA stub	Check data	Check farmer data		one	30 minutes	Agricultural Technologist Municipal Agriculturist Office			
2.	Sign liquidation documents	Assist	Assist farmer		one	5 minutes	Agricultural Technologist Municipal Agriculturist Office			
3. Receive planting materials distributed Distrib		g	N	one	30 minutes	Municipal Agriculturist Municipal Agriculturist Office Agricultural Technologist Municipal Agriculturist Office President Farmer's Association				
			Total	N	one	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										
Class	sification:		Simple	•						
	of Transa		G2C – Gov	ernm	ent to Cit	tizen				
	may avail:		Farmers		WILEDS TO OFFICE					
			QUIREMEN	15	WHERE TO SECURE					
• R	SBSA stub					RSBA				
	LIENT		ENCY	FEES TO		PROCESSING				
	STEPS		ACTION		PAID	TIME	RESPONSIBLE			
R	Present RSBSA tub	Check farmer data		None		30 minutes	Agricultural Technologist Municipal Agriculturist Office			
lic	ign quidation ocuments			N	lone	10 minutes	Municipal Agriculturist Municipal Agriculturist Office Agricultural Technologist Municipal Agriculturist Office President Farmer's Association			
corn seeds seeds		ute corn based on proved rlist	N	lone	30 minutes	Municipal Agriculturist/ Agricultural Technologist Municipal Agriculturist Office President Farmer's Association				
			Total	N	lone	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									
CI	assification:		Simple						
	pe of Transa		G2C – Gov	/ernm	ent to Ci	izen			
	ho may avail		Farmers						
	CHECKLIST		QUIREMEN'	TS	WHERE TO SECURE RSBA				
•	RSBSA stub)							
	CLIENT		ENCY		STO	PROCESSIN	IG	PERSON	
4	STEPS		Charle former		PAID	TIME		RESPONSIBLE	
1.	Present RSBSA	Check farmer data		N	lone	10 minutes	6	Agricultural Technologist	
	stub							Municipal	
								Agriculturist Office	
2.	Sign			N	lone	10 minutes	6	Municipal Agriculturist	
	liquidation documents							Municipal	
	documents							Agriculturist	
								Office	
								Agricultural	
								Technologist	
								Municipal	
								Agriculturist Office	
								Omoc	
								President	
								Farmer's	
								Association	
3.	Receive	Distrib			lone	30 minutes		Municipal	
	fingerlings	_	ngs based approved					<i>Agriculturist</i> Municipal	
	distributed	maste						Agriculturist	
		master	iiot					Office	
								Agricultural	
								Agricultural Technologist	
								Municipal	
								Agriculturist	
								Office	
								President	
								Farmer's	
								Association	
			Total	N	one	50 minutes	8		



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	e or Division	on:	Office of th	e Mur	nicipal Aç	griculture	
Class	sification:		Simple				
	of Transa		G2C – Gov	/ernme	ent to Cit	tizen	
	may avail:		Farmers				
			QUIREMEN [*]			WHERE TO SE	
• Ph	notocopy of	f RSBS	A stub & val	id ID		Client	
• Ph	noto of the	reporte	d livestock			Client	
	Notice of Loss Form (for Insurance Claim)					Municipal Agricul	ture Office
	LIENT TEPS		SENCY CTION		ES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Ag Of	sit unicipal griculture ffice to port	Intervi	ew farmer	N	one	30 minutes	Agriculturist II Municipal Agriculture Office
No Lo & s wit co att	omplete tachment	Check docum submit	ents	N	one	30 minutes	Agriculturist II Municipal Agriculture Office
n t	3. Submissio n to PCIC-Butuan		N	one	1 day	President/ Member Farmer's Association	
			Total	N	one	1 day, 1 hour	



11. Animal Medical Outreach Activity

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

Office or Divis	ion:	Office of th	fice of the Municipal Agriculture				
Classification:		Simple					
Type of Transa	action:	G2C – Gov	/ernm	ent to Ci	tizen		
Who may avail: Farmers							
CHECKLIST	OF RE	QUIREMEN'	TS		WHER	E TO SE	CURE
Letter Requirements Council	est from	Barangay			Office of the	ne Barar	ngay Council
CLIENT	_	SENCY		ES TO	PROCES		PERSON
STEPS	A	CTION	BE	PAID	TIM	E	RESPONSIBLE
1. Letter	Recon	nmending	Ν	one	5 minu	utes	Agriculturist II
Request	Approv	val from					Municipal
from	MA						Agriculture
Barangay							Office
Council							
2. Sign			N	one	10 min	utes	Agriculturist II
liquidation							Municipal
documents							Agriculture
							Office
3. Avail the	Condu	ct Animal	N	one	4 hou	urs	Agriculturist II
services	Medica	al					Municipal
	Outrea	ach					Agriculture
							Office
	Total	N	one	4 hour	s, 15		
				minu	•		
					-		



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- Rabbies vaccination annually.

Office or Divisi	Office of the Municipal Agriculture							
Classification:	Simple							
Type of Transa	G2C – Government to Citizen							
Who may avail		Dog Owner/ Raiser						
CHECKLIST	QUIREMEN	TS	WHERE TO SECURE					
Official Rece	eipt of D	og Tag (OR))	Municipal Treasury Office				
CLIENT STEPS		_		ES TO PAID	PROCESSING TIME		PERSON RESPONSIBLE	
Conduct interview to dog pet owner/rais er	Entry all needed information		None		3 minutes		Agricultural Technologist Municipal Agriculture Office	
2. Pay for Dog Tag fees	Receive payment and issue OR		90.00		5 min	utes	Revenue Collection Clerk III/ Staff Municipal Treasurer's Office	
3. Receive dog tag registration number	dog tag logo with registration		None		20 minutes		Agricultural Technologist Municipal Agriculture Office	
		Total	90	0.00	28 mir	nutes		



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							
Ту	pe of Transa	ction:	G2C – Government to Citizen							
	ho may avail			Marginalized backyard livestock/poultry raisers						
	CHECKLIST	OF RE	QUIREMEN [*]							
•	Note coming			for Municipal Agriculture Office & Municipal						
	final approva	al/accep	tance		Mayor's Office					
	CLIENT AC		SENCY	FEE	S TO	PROCESSING	PERSON			
	STEPS	A	CTION	BE	PAID	TIME	RESPONSIBLE			
1.	Receive	Availment of the		None		3 minutes	Agricultural			
	livestock	said					Technologist			
	dispersal	ersal program/proje					Municipal			
							Agriculture			
							Office			
2.	Secure & Receiv		re N		one	30 minutes	Agricultural			
	Process accom		plished				Technologist			
	form for forms & review		& review				Municipal			
	PCIC for submission		mission to				Agriculture			
	Livestock	PCIC					Office			
	Insurance									
			Total	N	one	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				e Municipal Agriculture					
Classification: Simple									
Type of Transaction: G2C – Gov					ent to Cit	tizen			
	ho may avail		All						
	CHECKLIST	OF REC	QUIREMEN'	TS		WHERE TO SE			
Fill up logbook for specific service all farmer-clientele			pecific servic	ce to	e to Municipal Agriculture Office				
	CLIENT		SENCY		S TO	PROCESSING	PERSON		
	STEPS	A(CTION	BE	PAID	TIME	RESPONSIBLE		
1.	Conduct	Perfori	m anti-	N	one	3 minutes	Agricultural		
	interview to	rabies/	' scabies				Technologist		
	pet dog	vaccin	ation& et.				Municipal		
	owner/rais	Al					Agriculture		
	er						Office		
2.	Conduct	Provid	e animal	N	one	3 minutes	Agricultural		
	interview to	dewor	mer/ vit				Technologist		
	backyard	supple	/ vet drugs				Municipal		
	livestock/	& et. a					Agriculture		
	poultry						Office		
	raisers								
			Total	N	one	6 minutes			

15. Farm Machinery Request: Compliance Of Minimum Requirements

Compliance for Agricultural Program for Farm Machineries.

Office or Division:	or Division: Office of the Municipal Agriculture				
Classification:	Simple				
Type of Transaction:	on: G2C – Government to Citizen				
Who may avail:	Farmers				
CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE			
Letter of Intent		Association			
Certificate of Registre	ation	DOLE			
Certificate of Good S	Standing	DOLE/SEC/any registering agency of the			
	_	association			
Certificate of Accred	itation	DA-RFO 13/ LGU			
Resolution		Association			
List of Officers and I	Members	Association			
MAFC Certification		MAFC Chairman			
MAO Endorsement		Municipal Agriculture Office			
PAO Endorsement		DA-RFO 13			
Farmers Organization	nal Profile	Association			
Certificate of Availab Counterpart	oility of	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	Agricultural Technologist Municipal Agriculturist Office
2. Submit minimum required documents	Check the documents submitted	None	1 hour	Agricultural Technologist Municipal Agriculturist Office
	Issue MAO Endorsement/ Certification	None	1 day	Municipal Agriculturist Municipal Agriculturist Office
3. Submission of minimum requirement to PAO, DA, PhilMech		None	1 day	President/ Member Farmer's Association
	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									
	assification:		Simple						
	pe of Transa			G2C – Government to Citizen					
Who may avail: Farmers CHECKLIST OF REQUIREMENTS						WILEDE TO OF	OUDE		
			QUIKEMEN	15		WHERE TO SE			
•	RSBSA stub				RSBSA				
	CLIENT STEPS		SENCY CTION		ES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1.	Visit Municipal Agriculture Office	Interview farmer		N		30 min	Agricultural Technologist Municipal Agriculturist Office Municipal Agriculturist Municipal Agriculturist Municipal Agriculturist Office		
2.	Sign liquidation documents			N	one	5 min	Agricultural Technologist Municipal Agriculturist Office Municipal Agriculturist Municipal Agriculturist Municipal Agriculturist Office		
3.	Receive IEC materials	materi	ute IEC als based need of ent	N	one	10 min	Agricultural Technologist Municipal Agriculturist Office Municipal Agriculturist Municipal Agriculturist Municipal Agriculturist Office		
			Total	N	one	45 minutes			

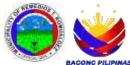


17. DCA Agri-Farm School: Rice Machinery Operations (RMO) NCII And Farmers Field School (FFS)

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.

	fice or Divisio	n:	Office of the Municipal Agriculture					
	assification:	4	,	Highly Technical				
_	pe of Transac		G2C – Government to Citizen					
Who may avail: Farmers CHECKLIST OF REQUIREMEN							SECTIBE	
•	RSBSA stub	FRE	ZUIKEIVIEIN	13		RSB		
		-0 (DC	Λ)			PSA		
•	Birth Certificat	`						
•	Marriage Certi only					PSA		
•	4 pcs Passpor white backgro shirt)					Clien	t	
•	2 pcs 1 x1 size background w					Clien	t	
•	Enrollment Fo	rm				Municipal Agric	culture Office	
CI	LIENT STEPS		GENCY		S TO	PROCESSING	PERSON	
4	\ P = '1		CTION	BE	PAID	TIME	RESPONSIBLE	
1.	Visit	Inter					Admin Aide I	
	Municipal	farm	er				Municipal	
	Agriculture						Agriculturist	
	Office to			N	one	30 minutes	Office	
	apply &							
	secure							
	enrollment							
	documents							
2.	Submit		king &	N	one	30 minutes	Admin Aide I	
	required		oval of				Municipal	
	enrollment		ments				Agriculturist	
	documents	subn	nitted				Office	
							Municipal	
							Municipal	
							Agriculturist	
							Municipal	
							Agriculturist	
	A					45	Office	
3.	Attendance	Moni		N	one	15 minutes	Admin Aide I	
	to training		dance of				Municipal	
	classes /	stude	ents				Agriculturist	



	Г			BACONC PILIPI
sessions				Office
				Municipal Agriculturist Municipal Agriculturist
				Office
4. Attendance during graduation and assessment	Monitor attendance of students	None	15 minutes	Admin Aide I Municipal Agriculturist Office
assessment				Municipal Agriculturist Municipal Agriculturist Office
5. Receive allowance	Comply documents required by TESDA for the release of student allowance	None	30 minutes	Admin Aide I Municipal Agriculturist Office
	Comply documents required for the Benchmarking Activity (FFS) & liquidation	None	1 week	Agricultural Technologist/ Municipal Agriculturist Municipal Agriculturist Office
6. Participate in the	Conduct Benchmarking	None	1 day	Municipal Agriculturist
Benchmarkin g Activity (FFS)	Comply documents required for assessment (RMO NCII)	None	1 day	Admin Aide I Municipal Agriculturist Office
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.

			000					
Office or Division: Office of the Mur						griculture		
	assification:		Highly Tec					
_	pe of Transac		G2C – Gov	/ernm	ent to Ci	tizen		
	ho may avail:		Farmers					
	CHECKLIST (OF RE	QUIREMEN [*]	TS		WHER	E TO SE	CURE
Photocopy of RSBSA stub & valid ID							Client	
•	Location Map)				Municip	al Asses	ssor Office
•	Application for	rms				Farm	ner Asso	ciation/
						Mun. A	Agricultu	re Office
	CLIENT	A	GENCY	FEE	S TO	PROCES	SSING	PERSON
	STEPS	Α	CTION	BE	PAID	TIM	IE	RESPONSIBLE
1.	Apply for rice crop insurance and submit requirement s	Interv	iew farmer	None		30 mir	nutes	Farmer's Association
2.	Receive sign application form			N	one	15 mir	nutes	Agricultural Technologist Municipal Agriculturist Office Municipal Agriculturist Municipal Agriculturist Office Office

None

45 minutes

Total



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.

				of the Municipal Agriculture				
Classification:		Highly Tec						
Type of Transaction: G2C – Gov				ent to Ci	tizen			
Who may avail		Farmers	T O		WILEDE TO OF	FOLIDE		
CHECKLIST		JUIKEMEN	15		WHERE TO SE Client			
RSBSA stub)							
 Photo of the 	reporte	d damage a	rea		Client			
 Claim for Inc insurance cl 	-	Form (for Po	CIC		Client/ Mun. Agric			
 Initial list of list and list and list of list and list are list and list are li	Farmers	Affected pe	er		Mun. Agricultur			
Damage ass					Mun. Agricultur	e Office		
CLIENT STEPS		SENCY CTION		ES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Visit Municipal		ew farmer		one	30 minutes	Farmer Association		
Agriculture Office to report for the damage	Prepare Damage Assessment Report for DA and Provincial Agriculture Office (Non- PCIC		None		2 days	Agricultural Technologist Municipal Agriculturist Office		
	claim) Check the da assess report	•	None		1 day	Municipal Agriculturist Municipal Agriculturist Office		
	Submission of damage assessment report Submission of Claim for Indemnity (for PCIC insurance claim)		None		1 day	Municipal Agriculturist/ Agricultural Technologist Municipal Agriculturist Office President/ Members Farmers Association		
		Total	N	one	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	Highly Technical			
Type of Transaction:	G2C – Governme	G2C – Government to Citizen			
Who may avail:	Farmers				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
	~~	WIIERE TO SECORE			
RSBSA stub		Client			

CL	LIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Visit	Interview	None	1 hour	Municipal
	Municipal	farmer			Agriculturist/
	Agriculture Office to				Agricultural
	secure				Technologist
	certification				Municipal
					Agriculturist
					Office
					President/ Members Farmers
					Association
		Prepare the	None	1 hour	Agricultural
		certificate			Technologist
					Municipal
					Agriculturist
					Office
2.	Secure	Receive	80.00	20 min	Revenue
	payment for	Payment			Collection Clerk
	the certification				III
	Certification				Municipal
					Treasurer's
					Office
3.	Receive	Check and sign	None	1 day	Municipal
	Certification	the certificate			Agriculturist
					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 Divisi	Office of the Municipal Agriculture							
Classification:			Highly Technical					
Type of Transa		G2C – Gov	/ernm	ent to Cit	tizen			
Who may avail:	Farmers	TC		WHERE TO SE	CUDE			
None	OF KE	QUIKEIVIEN	TS WHERE TO SECURE					
	A 4	SENOV		-0 - 0	DD 0 DD 0 DD 0	DEDOON		
CLIENT STEPS	_	SENCY CTION		ES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Visit		ew farmer		lone	1 hour	Municipal		
Municipal	IIICI VI	CW Idillici	'`	10110	THOU	Agriculturist		
Agriculture						Municipal		
Office						Agriculturist		
Omeo						Office		
						O moo		
						Agricultural		
						Technologist		
						Municipal		
						Agriculturist		
						Office		
2. Receive	Provid	e relevant	N	lone	3 hours	Municipal		
services/	inform	ation on				Agriculturist		
advices	the ce					Municipal		
		rn of the				Agriculturist		
	farmer	•				Office		
						Agricultural		
						Technologist		
						Municipal		
						Agriculturist		
						Office		
		Total	N	one	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 medal for their reports, planning programs, loan requirements.

Office or Divisi	on:	Office of the Municipal Agriculture				
Classification:		Simple				
Type of Transa	ction:	G2C – Government to Citizen				
		G2G – Gov	<u>/ernm</u>	ent to Go	overnment	
Who may avail:		All				
CHECKLIST			15		WHERE TO SE	
Approved Le	etter Re	quest			Office of the Mun	icipai iviayor
CLIENT		SENCY		ES TO	PROCESSING	PERSON
STEPS		CTION		PAID	TIME	RESPONSIBLE
1. Visit	Intervi	ew client	Ν	one	1 day	Municipal
Municipal						Agriculturist
Agriculture						Municipal
Office to						Agriculturist
request for						Office
the						
document						Agricultural
						Technologist
						Municipal
						Agriculturist
						Office
2. Receive	Provid	e the	N	one	10 minutes	Municipal
the	docum	ent				Agriculturist
document/						Municipal
S						Agriculturist
requested						Office
						Agricultural
						Technologist
						Municipal
						Agriculturist
						Office
		Total	N	one	1 day, 10	
		iotai			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?	Every Friday, the HRMO opens the drop box and compiles and records all feedback submitted.				
	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.				
	The answer of the office is then relayed to the citizen.				
	For inquiries and follow-ups, clients may contact or may email at hrmo.lgurtr@gmail.com.				
	Answer the Complaint Form				
How to file complaints?	Complaints can also be filed via email. Make sure to provide the following information: Name of Person being complained Incident Evidence				
	Contact info: hrmo.lgurtr@gmail.com Evaluates and endorse the complaint to				
	HRMO.				
How complaints are processed?	Upon evaluation, the HRMO shall start investigation and forward the complaint to the relevant office for their explanation.				
	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.				
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph : 1-ARTA (2782) PCC: 8888				
	CCB: 0908-881-6565 (SMS)				



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: <u>Monday, Tuesday, Thursday And Friday:</u>

Of	fice or Divisi	or Division: Office of the Municipal Health Officer					
	Classification: Simple		·				
_	pe of Transa			ernment to Citizen			
WI	ho may avail		All		WILEDE TO SEC	IDE	
	CHECKLIST OF REQUIREMENTS			WHERE TO SECU	JKE		
	Referral Fo	orm		E	Barangay Health St	tation	
•	PhilHealth member	ID	if PHIC		PhilHealth Offic	e	
•	Certificate	of Indig	ency		Respective Baran	gay	
	CLIENT		SENCY	FEES TO	PROCESSING TIME	PERSON BESPONSIBLE	
1	STEPS Secure			BE PAID		RESPONSIBLE	
1.	Priority Number and present required documents	Treatm Record	d (ITR) w and submitted	None	5 minutes	On Duty RHU Personnel Municipal Health Office	
2.	Vital Signs Taking and screening	Take patients vital signs Ask patient for chief complaints and record to ITR		none	10 minutes	RHU Staff, Nurse	
3.	Consult doctor for medical concerns	Perform medical and physical examination Advise patient to undergo laboratory testing if needed		None	15 minutes	Municipal Health Officer Municipal Health Office Nurse I Municipal Health Office	
4.	Undergo Laboratory testing/exa mination Upon receiving the laboratory result, immediatel y return to	, ,		None if PHIC	15 minutes - 2 hours (depends on laboratory test requested)	Medical Technologist Municipal Health Office	



	the doctor				
5.	Receive medical advice and referral if needed	Give medical advice and provide prescription/ medicine	None	15 minutes	Municipal Health Officer 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: <u>Tuesday</u>

Office or Division: Office of the Municipal Health Officer						
Classification:		Simple	•			
Type of Transa	ction:	G2C – Gov	ernment to Citizen			
Who may avail:			uple / Women			
CHECKLIST O	F REQUI	REMENTS		WHERE TO SEC		
Family Plan	nning 1 F	orm		Barangay Health S	tation	
CLIENT STEPS		GENCY CTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Take vital signs, weight and height	signs, height Record statisti	d vital c to patient	None	10 minutes	Barangay Health Worker Municipal Health Officer	
2. Provide relevant information and choose Family Planning Method for new client	introdu	elling and uce different Planning	None	30 minutes	Midwife/s Municipal Health Office	
3. Receive different type of birth control such as: a. Pills b. Depo c. Implant d. IUD e. Condom	with he	e patient er chosen planning d	None	20 minutes	Midwife/s Municipal Health Office	
		Total	None	1 hour		



3.TB Consultation

Service Schedule: Monday-Friday (Afternoon):

Of	fice or Divisi	oni	Office of th	a Municipal Had	Ith Officer		
	fice or Divisi assification:	JII.	Highly Tec	e Municipal Health Officer			
	pe of Transa	ction:	_ ,	vernment to Citizen			
	ho may avail			with PTB, presumptive/Suspect TB patients,			
	a subject of the subj			acts of PTB patie		p,	
	CHECI	KLIST C			VHERE TO SECU	JRE	
	REQUI	REMEN	TS				
•	Referral Fo	orm		Bar	angay/Doctor/ Ho	ospital	
•	PhilHealth	ID/MD	R if PHIC		PhilHealth Offic	e	
	member						
•	 Certificate 	of Indig	ency		Barangay		
•	Laboratory	Result		Hospital, Dia	gnostic Center, N Office	lunicipal Health	
	CLIENT	AG	SENCY	FEES TO BE	PROCESSIN	PERSON	
	STEPS		CTION	PAID	G TIME	RESPONSIBLE	
1.	Secure	_	atients	None for	5 minutes	Barangay	
	Priority	vital si	-	Indigent,		Health Worker	
	Number at	weight	and	PWD, Senior		Municipal	
	TB DOTS	height		Citizen, IPS		Health Office	
	and						
	present	_					
	required	Record					
	documents	_	o patient				
	and take	Individ					
	vital signs,	Treatm					
	weight and	Record	1				
	height						
2.	Proceed to	Condu	ct Check-	None for	20 minutes	Municipal	
	doctor's		sultation	Indigent,		Health Officer	
	room for	•		PWD, Senior		Municipal	
	check-up	Advise	patient to	Citizen, IPS		Health Office	
	5.15 5.1 5.p	underg	jo	J5, 5			
		laborat	tory testing				
		and iss	sue				
		Labora	-				
			st form				
3.	Undergo	Refer	oatient		7 days	HRH	
	Laboratory					Municipal	
	examinatio					Health Office	
	n (Chest X-						
	ray, Gen						
	Xpert) if						
	needed						
4.	If	Initiate	patient's	None for	30 minutes	Nurse I	
	diagnosed	treatm	•	Indigent,		Municipal	
	with TB,		d by MHO	PWD, Senior		Health Office	
	receive	or othe	•	Citizen, IPS			
		public/	private	J			



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

Conduct

laboratory

examination and

issue lab results

testing

Upon

- 4. PWD
- **5. SMOKING CESSATION**

Service Schedule: Thursday:

Office or Division:	Office of th	e Mur	nicipal He	ealth Officer		
Classification: Complex						
Type of Transaction: G2C – Gove			ent to Cit	tizen		
Who may avail:	All					
CHECKLIST OF RI	EQUIREMEN'	TS		WHERE TO		
Referral Form				Barangay/Doct		Hospital
PhilHealth ID				PhilHe		
Certificate of Ind				Baranga		
	GENCY ACTION		ES TO PAID	PROCESSING TIME		PERSON RESPONSIBLE
Priority Number and present referral form and take vital	Take patients vital signs, weight and height Record vital signs to patient Individual Treatment Record		one	one 5 minutes F		RHU STAFF ON DUTY Municipal Health Office
doctor's up/control up	Conduct Check- up/consultation Advise patient to undergo laboratory testing and issue Laboratory Request form		one	15 minutes		Municipal Health Officer Municipal Health Office
3. Undergo Assis	t patient	N	lone	15 minutes		Medical Technologist



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



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

Schedule: <u>Wednesday:</u>

Office or Divisi	ion:	Office of the	e Municipal Health Officer			
Classification:		Simple				
Type of Transa			vernment to Citizen			
Who may avail		All				
	KLIST O			WHERE TO SECU	JRE	
REQUIF		TS		/D /	2. 1	
Referral Fe	orm		Ва	arangay/Doctor/ Ho	ospital	
CLIENT	_	ENCY	FEES TO	PROCESSING	PERSON	
STEPS		CTION	BE PAID	TIME	RESPONSIBLE	
1. Secure		atients	None	10 minutes	Barangay	
Priority	vital si	•			Health Worker	
Number	weight				Municipal	
and	height				Health Office	
present						
referral	Record					
form and	0	o patient				
take vital	Individ					
signs,	Treatn					
weight and	Record					
height						
2. Proceed to	Conduct Check-		None	20 minutes	Municipal	
MHO room		sultation			Health Office	
for check-					Troditir Omico	
up	Advise	patient				
ир	to und	•				
	laboratory					
	testing and					
	issue					
	Laboratory					
		st form as				
	neede	d				
	•	Total	None	30 minutes		



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

Schedule: <u>Thursday (Afternoon):</u>

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	

	Request L	etter		RTC				
	CLIENT	AGENCY	FEES TO	PROCESSING	PERSON			
	STEPS	ACTION	BE PAID	TIME	RESPONSIBLE			
1.	Secure Priority Number and present	Take patients vital signs, weight and height	None	10 minutes	RHU Staff on Duty Municipal Health Office			
	referral form and take vital signs, weight and height	Record vital signs to patient Individual Treatment Record						
2.	Provide relevant information	Assess patient's drug used history and conduct Drug Dependent Evaluation Record data Drug in Assessment Form and Drug dependent evaluation form	None	1 hour	Midwife/s Municipal Health Office			
3.	Seek counsel and take a drug test	Conduct Counselling and collect patient's specimen for drug testing	None	15 minutes	Medical Technologist Municipal Health Office			
4.	Prepare DDE Report and submit to Regional Trial Court	Issue referral	None	1 hour.	Municipal Health Officer Municipal Health Office			
		Total	None	2 hours and 25 minutes				



7. Mental Health Assessment and Follow-Up

Schedule: <u>Thursday (Afternoon):</u>

Office or Division: Office of the Municipal Health Officer Classification: Simple Simple Who may avail: All CHECKLIST OF REQUIREMENTS WHERE TO SECURE Referral Form Hospital, Barangay Health Station, School CLIENT STEPS AGENCY ACTION BE PAID TIME RESPONSIBLE 1. Secure Priority Number and present required documents Take patients Vital signs, Weight and height present required documents None 5 minutes On Duty RHU Personnel Municipal Health Office Review and check submitted documents Review and check submitted documents Record Vital signs to patient Individual Treatment Record None 45 minutes Municipal Health Office 2. Consult physician for medical and mental health concern -Refer patient as needed None 45 minutes Municipal Health Office 3. Receive medicine and injection as prescribed Administer medicines as prescribed None 15 minutes RHU Personnel Municipal Health Office Total None 1 hour and 5 minutes Municipal Health Office											
Type of Transaction: G2C - Government to Citizen							ealth Officer				
## CHECKLIST OF REQUIREMENTS WHERE TO SECURE	_		-41				·				
• Referral Form Hospital, Barangay Health Station, School CLIENT STEPS ACTION BE PAID TIME Personnel 1. Secure Priority vital signs, weight and height present required documents Review and check submitted documents Record vital signs to patient Individual Treatment Record 2. Consult physician for medical and mental health concern Prediction as prescribed Receive Administer medicines as prescribed Total None 1 hour and 5 WHERE TO SECURE Hospital, Barangay Health Station, School Personnel Heasth Station, School Personnel Time Personnel Musicipal Health Office Personnel Municipal Health Office Municipal Health Office None 15 minutes Priority Personnel Municipal Health Office Nurse I Municipal Health Office					- Government to Citizen						
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 present required documents None 5 minutes On Duty RHU Personnel Municipal Health Office 2. Consult physician for medical and mental health concern Conduct consultation and mental health assessment None 45 minutes Municipal Health Officer Municipal Health Office 3. Receive medicine and injection as prescribed Administer medicines as prescribed None 15 minutes RHU Personnel Municipal Health Office Total None 1 hour and 5 Health Office											
CLIENT STEPS ACTION BE PAID TIME RESPONSIBLE 1. Secure Priority Number and present required documents Review and check submitted documents Record vital signs to patient Individual Treatment Record 2. Consult physician for medical and mental health concern -Refer patient as needed Total None PROCESSING TIME PROCESSING PERSON RESPONSIBLE Priority Number sites vital signs, weight and height Personnel Municipal Health Office On Duty RHU Personnel Municipal Health Office Municipal Health Office Municipal Health Office None 15 minutes RHU Personnel Municipal Health Office RHU Personnel Municipal Health Office				QUINEIVIEN	13	Hospit					
1. Secure Priority Take patients vital signs, weight and height Present required documents Record Conduct physician for medical and mental health concern Refer patient and medicine and prescribed Recipied of the prescribed Recipied Prescribed Recipied Priority vital signs, weight and height Personnel Municipal Health Office Personnel Municipal Personnel Municipal Health Office Personnel Municipal Health Office Personnel Municipal Health Office Personnel Personnel Municipal Health Office Personnel Personne	`					•		·			
1. Secure Priority vital signs, weight and height weight and height Present required documents Review and check submitted documents Record vital signs to patient Individual Treatment Record 2. Consult physician for medical and mental health concern -Refer patient as needed 3. Receive medicine and injection as prescribed Total None None 5 minutes On Duty RHU Personnel Municipal Health Office Municipal Health Office Municipal Health Office Municipal Health Office S minutes On Duty RHU Personnel Municipal Health Office											
Priority Number and present required documents Review and check submitted documents Record vital signs to patient Individual Treatment Record 2. Consult physician for medical and mental health concern -Refer patient as needed Total None Personnel Municipal Health Office Municipal Health Office Personnel Municipal Health Office Municipal Health Office Municipal Health Office Personnel Municipal Health Office	1.										
Number and present required documents Review and check submitted documents Record vital signs to patient Individual Treatment Record Consult physician for medical and mental health concern Refer patient as needed Total None Municipal Health Office			-					=			
and present required documents Review and check submitted documents Record vital signs to patient Individual Treatment Record 2. Consult physician for medical and mental health concern -Refer patient as needed 3. Receive medicine and injection as prescribed Total None Health Office Health Office Health Office Municipal Health Office Municipal Health Office Review and check submitted documents Health Office Health Office		-		_							
present required documents Review and check submitted documents Record vital signs to patient Individual Treatment Record 2. Consult physician for medical and mental health concern -Refer patient as needed 3. Receive medicine and injection as prescribed Total None Review and check submitted documents Record Vital signs to patient Individual Treatment Record None 45 minutes Municipal Health Office Nurse I Municipal Health Office Municipal Health Office			_					•			
required documents Review and check submitted documents Record vital signs to patient Individual Treatment Record 2. Consult physician for medical and mental health concern -Refer patient as needed 3. Receive medicine and injection as prescribed Total Review and check submitted documents Review and check submitted documents Record None 45 minutes Municipal Health Office Municipal Health Office RHU Personnel Municipal Health Office											
documents Check submitted documents Record vital signs to patient Individual Treatment Record		•	Reviev	w and							
Record vital signs to patient Individual Treatment Record 2. Consult Conduct consultation and for medical and mental health concern -Refer patient as needed 3. Receive medicine and injection as prescribed Total None 1 hour and 5		•	check	submitted							
signs to patient Individual Treatment Record 2. Consult physician for medical and mental health concern -Refer patient as needed 3. Receive medicine and medicines as prescribed Total None None 45 minutes Municipal Health Officer Municipal Health Office Municipal Health Office 15 minutes RHU Personnel Municipal Health Office		accamente	docum	nents							
signs to patient Individual Treatment Record 2. Consult physician for medical and mental health concern -Refer patient as needed 3. Receive medicine and medicines as prescribed Total None None 45 minutes Municipal Health Officer Municipal Health Office Municipal Health Office 15 minutes RHU Personnel Municipal Health Office											
Individual Treatment Record 2. Consult physician for medical and mental health concern -Refer patient as needed 3. Receive medicine and injection as prescribed Individual Treatment Record None None 45 minutes Municipal Health Officer Municipal Health Office None 15 minutes RHU Personnel Municipal Health Office Municipal Health Office											
Treatment Record 2. Consult Conduct Conduct Consultation and for medical and mental health concern -Refer patient as needed 3. Receive medicine and medicine and injection as prescribed Total None None 45 minutes Municipal Health Officer Municipal Health Office Nurse I Municipal Health Office Nurse I Municipal Health Office None 15 minutes RHU Personnel Municipal Health Office				•							
2. Consult physician for medical and mental health concern -Refer patient as needed 3. Receive medicine and medicine and prescribed Total None None 45 minutes Municipal Health Officer Municipal Health Office Nurse I Municipal Health Office Nurse I Municipal Health Office Nurse I Municipal Health Office None 15 minutes RHU Personnel Municipal Health Office											
2. Consult physician for medical and mental health concern -Refer patient as needed 3. Receive medicine and injection as prescribed Total None None 45 minutes Municipal Health Officer Municipal Health Office Municipal Health Office None 15 minutes RHU Personnel Municipal Health Office None 1 hour and 5											
physician for medical and mental health assessment -Refer patient as needed 3. Receive medicine and injection as prescribed Total Nunicipal Health Office Municipal Health Office Nurse I Municipal Health Office None 15 minutes RHU Personnel Municipal Health Office	2	Concult			N	lono	15 minutes	Municipal			
for medical and mental health assessment health concern -Refer patient as needed 3. Receive medicine medicine and injection as prescribed Total None Municipal Health Office Nurse I Municipal Health Office None 15 minutes RHU Personnel Municipal Health Office	۷.				IN	one	45 111111111111111111111111111111111111	·			
and mental health concern -Refer patient as needed 3. Receive medicine and medicines as prescribed Total Nurse I Municipal Health Office None 15 minutes RHU Personnel Municipal Health Office None 15 minutes RHU Personnel Municipal Health Office											
health concern -Refer patient as needed -Refer patient as needed -Refer patient as needed Nurse I Municipal Health Office None Municipal Municipal Municipal Health Office Total None 15 minutes RHU Personnel Municipal Health Office Health Office								•			
concern -Refer patient as needed			433030	Silicit				Health Office			
3. Receive Municipal Health Office Municipal Health Office Municipal Health Office Municipal Health Office Municipal Municipal Municipal Health Office injection as prescribed Total None 1 hour and 5			-Refer	patient as				Numaal			
3. Receive Administer None 15 minutes RHU Personnel Municipal Health Office and prescribed prescribed Total None 1 hour and 5		concern		•							
3. Receive Madminister Mone Municipal Municipal Health Office injection as prescribed Total None 15 minutes RHU Personnel Municipal Health Office								·			
medicine as prescribed Municipal Health Office injection as prescribed Total None 1 hour and 5								Health Office			
and prescribed Health Office injection as prescribed Total None 1 hour and 5	3.	Receive	Admin	ister	N	one	15 minutes	RHU Personnel			
injection as prescribed Total None 1 hour and 5		medicine	medici	nes as				Municipal			
prescribed Total None 1 hour and 5		and	prescr	ibed				Health Office			
Total None 1 hour and 5		injection as									
Total None 1 hour and 5		prescribed									
minutes			1	Total	N	one	1 hour and 5				
							minutes				



8. Adolescent Counseling

Schedule: <u>Thursday (Afternoon)</u>

Office or Division:	Office of the Municipal Health Officer				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	All				
CHECKLIST OF REC	QUIREMENTS WHERE TO SECURE				

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter	Adolescent School Coordinator, Barangay
·	Health Station

			Health Station				
CLIENT STEPS	AGENCY ACTION		ES TO PAID	PROCESS 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	N	lone	5 minute	es	On Duty RHU Personnel Municipal Health Office	
2. Receive counseling	Conduct counseling	N	lone	30 minu	tes	RHU Personnel Municipal Health Office	
	Total	N	one	35 minu	tes		



9. Pre-Natal Check-Up

Schedule: Friday

	Office or Division: Office of the Municipal Health Officer								
		on:		viunicipai ne	eaith Officer				
	sification:	otion:	Simple	nmont to C:	izon				
	of Transa		G2C – Gover	inneni lo Cit	IZEN				
Who may avail: All CHECKLIST OF REQUIREMENTS WHERE TO SECURE									
CHE	Prenatal bo		JIKEWIEN 13		Barangay Health				
			_	_					
	CLIENT STEPS	AGEN	ICY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
P N ar pr	ecure riority lumber nd resent equired ocuments	Take patients vital signs, weight and height Review and check submitted documents Record vital signs to patient Individual Treatment Record		None	5 minutes	Barangay Health Worker			
P rc pı	roceed to renatal com for renatal rocedures			None	30 minutes	Midwife			
3. U la ex n/	Indergo aboratory xaminatio	Assist client, extract specimen for laboratory exam and issue lab results		None	1 day	Medical Technologist Municipal Health Office			
pı A pı la re	eturn to renatal rea and resent aboratory esults and ltrasound	Record	d results	None	10 minutes	Midwife's Municipal Health Office			
			Total	None	1 hour and 45 minutes				



10. Dental Services

Schedule: Monday-Wednesday (Morning)

	Office or Division: Office of the Municipal Health Officer									
		on:		ie Municipal Health Officer						
	ssification:	Simple								
	e of Transa			overnment to Citizen						
Who	o may avail:		All							
		KLIST (WHERE TO SEC	URE				
	REQUII									
•	PhilHealth	if PHIC	member		Barangay					
•	Certificate	of Indig	ency		Barangay					
	CLIENT		SENCY	FEES TO	PROCESSING	PERSON				
	STEPS		CTION	BE PAID	TIME	RESPONSIBLE				
	Secure		atients vital	None	5 minutes	RHU Staff				
F	Priority	•	weight and			Municipal				
1	Number	height;				Health Office				
8	and	Reviev	v and							
r	oresent	check	submitted							
	required	docum	ents;							
	documents	Record	d vital signs							
	to patient									
	Individual									
		Treatm	nent Record							
2. F	Pay	Issue OR			5 minutes	RCC				
r	required	payme	nt			Municipal				
f	ees to					Treasurer's				
	Treasurer's					Office				
	Office					011100				
	Proceed to	Perfor	m Dental	None	Check up-	Dentist				
_	dental		up and/or	INOTIG	15 minutes	Dornist				
			Extraction							
	room for	100111			Tooth Extract-					
_	tooth				30 minutes					
	check-up									
8	and/ tooth									
e	extraction									
4. (Get	Disper	ise	None	15 minutes	RHU Staff				
medicines medicines as		nes as								
		prescri	bed							
		_	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

O(() D: : :	000	NA	ld Off.			
Office or Division:		Office of the Municipal Health Officer				
Classification:	Simple					
Type of Transaction		ernment to Cit	izen			
Who may avail:	All		WILEDE TO SEC	UDE		
CHECKLIS			WHERE TO SEC	URE		
REQUIREM		l loopite	al/labaratariaa/DLII	I I ala avatavi		
Specimen (U Sputum/Chest >	Irine, Stool, (-ray)	поѕрц	al/laboratories/RHL	<u>•</u>		
 Health Card 			Municipal Health C	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	Rural Sanitary Inspector Municipal Health Office		
2.Submit specimen as required (Sputum, Urine, Stool)	Perform laboratory examination s 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: <u>Monday-Friday:</u>

Office or Divisio	n:	Office of the	Municipal He	ealth Officer			
Classification:							
Type of Transac	tion:	G2C – Gove	ernment to Citizen				
Who may avail:		All					
CHECK				WHERE TO SEC	URE		
REQUIR		ITS					
Referral For	m			PNP/MSWDC)		
PhilHealth II)			PhilHealth			
Certificate of I	ndiger	псу		Barangay Hal	I		
CLIENT STEPS		GENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Secure	Get I	ndividual	none	5 minutes	RHU Staff		
priority number	Trea	tment			Municipal		
	Reco	ord (ITR)			Health Office		
Vital Sign	Take	patient's		10 minutes	RHU staff,		
Takings and		signs and			Nurse		
Assessment	recoi	d chief			Municipal		
	comp	olaints			Health Office		
2.Medical/Medic	Perfo	orm	none	20 minutes- 2	Municipal		
o-legal	medi	cal/		hours (Health Officer		
Consultation		co-legal		depending on	Municipal		
	exan	nination		the case)	Health Office		
3. Laboratory	Perfo	orm	none	20 minutes	Medical		
Examination if		atory			Technologist		
needed/required		nination as			Municipal		
	requ	ested			Health Office		
4. Issuance of	Issue	e medical/	200.00	10 minutes	RHU Staff		
Medical	medico-legal		250.00		Municipal		
/Medico-legal certificate		icate			Health Office		
Certificate							
		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 Divisi	on:		Municipal Health Officer				
Classification:		Simple Trans		action			
Type of Transaction: G2C – Government to Citizen							
Who may avail		All					
CHECKLIST O	F REQ	UIREMENTS		WHERE TO SEC	URE		
 Medical 		ficate/Medical	Hospital, P	ublic/Private Clinic			
		ner patient's					
medical re	cords						
CLIENT	ACEN	ICY ACTION	FFFC TO	DDOCESSING	PERSON		
	AGEN	ICT ACTION	FEES TO	PROCESSING TIME			
STEPS	O = 4 4 h	a la dividual	BE PAID		RESPONSIBLE		
1. Approach RHU staff at		e Individual	none	5 minutes	RHU Staff		
information		nent Record			Municipal		
area	(ITR)				Health Office		
2.MHO	Condu	ct interview	none	30 minutes	Municipal		
Interview and	to the	ot interview	110110	oo miiidoo	Health Officer		
assessment of		significant					
death thru	other of	•			Municipal		
verbal autopsy	decea				Health Office		
using auto-		y cause of					
analyze	death	y cause of					
program from	ueam						
DOH							
3.Secure	Certify	ing the death	none	5 minutes	Municipal		
death	certific	ate and affix			Health Officer		
certificate	signati	ure			Municipal		
					Health Office		
	I	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 Transa		G2C – Gov	ernm(ent to Cit	tizen	
Who may avail		All				
CHECKLIST	OF RE	QUIREMEN'	ΓS		WHERE TO SE	CURE
None						
CLIENT STEPS		SENCY CTION		ES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Weight and	Measu	ıre weight	n	one	5 minutes	RHU Staff/ BNS
Height		eight of at-				Municipal
Measurement	risk ch	ildren				Health Office
2.Referral of	Refer	at-risk	n	one	5 minutes	MNAO
at-risk children	childre	n to				Municipal
	MNAC)				Health Office
3.	Enroll		n	one	30 minutes	Municipal
Consultation	Moder	ately				Health Officer,
and	Acute					Nurse, MNAO,
Enrollment of	Malno	urished				Midwife
identified	Childre	en to				Municipal
MAM and	Target					Health Office
SAM children		emental				
	Feedir	0				
	_	ım and				
		ely Acute				
	Malnourished					
	Children to					
	Outpa					
	Therap	peutic				
	Care					
		Total	N	one	40 minutes	



15. Maternal And Neonatal Care (Birthing Clinic)

Schedule: Monday-Sunday <u>24/7</u>

Office or Division: Office of the Municipal Health Officer							
Classification:	Simple Trans		Jailli Officor				
Type of Transa		nment to Citizen					
Who may avail	:	All					
CHECKLIST O		JIREMENTS	_	WHERE TO			
PhilHealth	MDR		E	Barangay/Pati	ent		
Mother and 0	Child Bo	oklet		MHO/P	atient		
CLIENT STEPS	AGEN	ICY ACTION	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONSIBLE		
1. Admission		t's clinical nd vital signs	5,000.00 (None if PHIC)	15 minutes	RHU Staff/ Midwife Municipal Health Office		
2.Labor Monitoring	freque	or interval and ncy of labor	None	every 2 hours of monitoring within 5-6 hours (depends on patient's progress of labor)	RHU Staff/Midwife Municipal Health Office		
3. Child Delivery		patient's y aseptically	None	1-2 hours (depends on the progress of labor)	Municipal Health Officer, Nurse, MNAO, Midwife Municipal Health Office		
4. Maternal and Neonatal Postpartum Care	Oxy IM Per nev and ant me P Adi Vita	minister ytocin 0.5ml to mother form wborn care d hropometric asurement minister amin K and pa-B Vaccine	None	15-30 minutes	Nurse, Midwife, RHU Staff Municipal Health Office		
5. Medical and physical examinatio n	exa and sta		None	15-20 minutes	Municipal Health Officer Municipal Health Office		
6. Recovery	> Mo	nitor mother	None	Every 15	RHU Staff, Midwife		



		teachings and discharge instructions	7,500.00	minutes	Municipal Health Office
8.	Discharge	-Provide health	None if PHIC	10-15	Office RHU Staff, Midwife
	Newborn Hearing Test		If non- PHIC- 500.00	10-15 minutes	<i>MHO, Nur</i> se Municipal Health
7.	Newborn Screening Test		If non- PHIC- 2,000.00	5-15 minutes	Medical Technologist Municipal Health Office
		and newborn's vital signs		minutes for 2 hours then every 4 hours thereafter if stable for 24-48 hours	Municipal Health Office



16. PhilHealth Enrollment for Indigent

Schedule: <u>Monday-Friday (Afternoon):</u>

Office or Division	on:	Office of the Municipal Health Officer				
Classification: Simple Transa						
Type of Transaction: G2C – Govern			nment to Citizen			
Who may avail:		All				
CHECKLIST OF	F REQI	JIREMENTS		WHERE TO SEC	CURE	
		Member and	F	PSA		
Dependent			-	DO4		
Marriage conf	u act if i	married		PSA		
Certificate of Ir	ndigend	у	E	Barangay Hall		
Certificate of Financial Assessment			MSWDO			
CLIENT AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
STEPS 1. Submission of requirements if complete		none	15 minutes	RHU Staff/ PhilHealth Coordinator Municipal Health Office		
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 Divisi	ion:	Office of th	e Mur	nicipal He	ealth Officer	
Classification: Simple Tra			ne Municipal Health Officer			
			vernment to Citizen			
Who may avail: All						
CHECKLIST			TS WHERE TO SECURE			
Laboratory	/ Reque	st (if applica	ble)			
CLIENT	AC	SENCY	FE	ES TO	PROCESSING	PERSON
STEPS	A	CTION	BE	PAID	TIME	RESPONSIBLE
1. Present the			No	one if	2 minutes	Medical
laboratory			Р	HIC		Technologist
request						Municipal
						Health Office
2. A. Submit	Pe	rform				Medical
specimen:		oratory				Technologist
> sputum		amination				Municipal
> urine		requested;				Health Office
> stool		rinalysis	10	00.00	1-2 hours	Tieattii Onice
2 31001		FB Exam			1-2 110u15	
				00.00		
		regnancy	10	00.00	5 minutes	
	test					
,		cluding				
the		cost of				
	ma	terial)				
_						
B.	>FBS/	RBS	11	0.00	5-10 minutes	
Blood	> Bloo	d Typing	8	8.00	5-10 minutes	
	> Hem	oglobin	7	7.00	5-10 minutes	
3. Refer lab	-Read	and			5-10 minutes	Municipal
result to MHO	analyz	е				Health Officer
	laboratory result					Municipal
	- medical					Health Office
	consul	tation				
		Total	Dep	pends	2 hours and 20	
			or	n the	minutes	
			requ	uested	(depends on	
			-	oratory	the laboratory	
					examination	
					requested)	



18.Pharmacy

Schedule: Monday-Friday

Office or Division: Office of the		e Municipal He	ealth Officer		
Classification: Simple Tran		•			
Type of Transaction	on: G2C – Gov	ernment to Citizen			
Who may avail:	All				
CHECKLI REQUIRE		WHERE TO SECURE			
PrescriptionDoctor's Orde	r	Hospital, Mu	Hospital, Municipal Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present the prescriptio n/ doctor's order	Provide prescribed medicines and give proper instructions to the patients	none	5-10 minutes	RHU Staff on duty, Nurse Municipal Health Office	
2. Sign the medicine receiving form	Assist patient	none	5 minutes	RHU Staff on duty 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 Transa		62C – Government to Citizen					
Who may avail:							
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE				
Referral For			E	Barangay Health St	tation		
CLIENT		SENCY	FEES TO PROCESSING PERSON				
STEPS		CTION	BE PAID	TIME	RESPONSIBLE		
1.Secure	-Get in	ndividual	None	5 minutes	On Duty RHU		
Priority Number and		d (ITR)			Personnel		
present	recore	a (111K)			Municipal Health Office		
required	-Revie	w and			Health Office		
documents	check	submitted					
	docum	ents					
2.Vital Signs	Takan	atients	none	10 minutes	RHU Staff,		
Taking and	vital si		none	10 minutes	MNAO, MNPC		
Nutritional	vital oi	9110			WINAO, WIN O		
Status	Ask patient for						
Assessment	chief complaints						
	and record to						
	ITR						
	Assess	s for					
		nal status					
3.Consult	Perform medical		None	15-20 minutes	Municipal		
physician for	and ph	-			Health Officer		
medical and nutritional	examir	nation			Municipal		
concerns	Advise	patient to			Health Office		
	underg	•					
		tory testing					
if needed							
4.Undergo	Perform		None if	15 minutes - 2	Medical		
Laboratory		tory tests	PHIC	hours (depends	Technologist		
testing/examin ation	MHO	uested by		on laboratory	Municipal		
auon	IVII IO			test requested)	Health Office		
Upon							
receiving							
the							
laboratory							
result,							
immediatel							
y return to							



	the doctor				
5.	Receive medical advice and referral if needed	Give medical advice and refer to Supplemental Feeding Program as needed based on assessment -Refer back to Barangay Health Station for monitoring	None	15 minutes	Municipal Health Officer Municipal Health Office - MNAO, MNPC
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

Simple

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."

Office of the Municipal Health Officer

SERVICE SCHEDULES:

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

Office or Division:

Classification:

Type of Transport		Simple			4i-oo	
Type of Transact	tion:	G2C – Gov		ent to Ci	tizen	
Who may avail:	E DEC	Business C			WHERE TO C	CCUDE
CHECKLIST C			3	WHERE TO SECURE Municipal Treasury Office		
Community Ta	ix Certi	ncate			Municipal Treas	ury Office
Barangay Clea	arance				Barangay	
Police Clearar	ice				Cabadbarar	n City
 Photocopy of (motorcycle) 	O.R ar	d C.R of ve	hicle		Client	
Health Certific	ate				Health Off	fice
Stencil of motor of Vehicle	or and	chassis num	bers		Client	
Copy of Old purpose of ren			the		Client	
Long folder				Client		
O.R of the pay	ment f	or filing fee		Client		
CLIENT STEPS		GENCY CTION		S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a checklist of requirements and submit the same to Sangguniang Bayan Office	requir and v	nentary ements	N	one	5 min.	Admin. Aide I Sangguniang Bayan Office
2. Receive notice of inspection	inspeaunit (topical prepaulity) inspea	ule for the ction of the ricycle), re and notice of ction		one	15 min.	Admin. Aide I Sangguniang Bayan Office
	Includ applic	le ation in	N	one	3 min.	Admin. Aide 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 Communication s. (On a regular session immediately after the submission of documentary requirements by the applicant)	None	1 min	The Honorable Presiding Officer Sangguniang Bayan Office
		Inspect the unit (Every Thursday following its referral)	None	10 min	Members of the Inspection Team (IT) Sangguniang Bayan Office
3.	Bring the unit (tricycle) for inspection	Prepare Inspection Report	None	5 min	Admin. Aide I Sangguniang Bayan Office
		Pass around copies of the inspection Report for the signature of the members of the IT	None	5 min	Admin. Aide I Sangguniang Bayan Office
		Sign copies of the Inspection report	None	10 min.	Members of the Inspection Team (IT) Sangguniang Bayan Office
		Prepare the Committee Report	None	20 min.	Clerk III Sangguniang Bayan Office
		Pass around copies of the Committee Report for the signature of the members	None	5 min.	Admin Aide I Sangguniang Bayan Office
		Include	None	3 min.	Members of the
		1			ı



T -			_
Committee			Committee
Report in the			Sangguniang
agenda for the			Bayan Office
next immediate			
regular session			
(Until 12:00			
noon every			
Tuesday)			
Present	None	5 min.	Committee
Committee	110110	O 1111111	Chairman/
Report for			Committee
Consideration			Member
and approval			Sangguniang
_			Bayan Office
Approve	None	3 min.	Committee
Committee			Chairman/
Report			Committee
			Member
			Sangguniang
			Bayan Office
Sponsors	None	2 min.	Committee
Franchise			Chairman/
Ordinance in			Committee
second and final			Member
reading			Sangguniang
reading			Bayan Office
Finalize the	None	5 min.	Admin Aide I
Franchise	None	J 111111.	Sangguniang
Ordinance			Bayan Office
	None	20 min	Admin Aide I
Pass around	None	20 min.	
copies of the			Sangguniang
Franchise			Bayan Office
Ordinance for			
the signature of			
the SB			
Secretary, Hon.			
Vice Mayor (or			
Presiding			
Officer) and			
Hon. Mayor			
Sign copies of	None	10 min.	Secretary to the
the Franchise			Sanggunian,
Ordinance			Vice Mayor (or
3.1.3.1.30			Presiding
			Officer), Hon.
			Mayor
			Sangguniang
			Bayan Office
Advise client of	None	10 min	Dayan Onice
	None	10 min.	
approval of			
franchise and			î l
ask client to pay			



		fee.			
4.	Pay to the	Receive		1 min.	Revenue
	Municipal	payment and			Collection Clerk
	Treasurer's	issue OR			III
	Office				Municipal
					Treasurer Office
5.	Receive	Release	None	1 min.	Admin Aide I
	Franchise	Franchise			Sangguniang
	Ordinance	Ordinance			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?	Every Friday, the HRMO opens the drop box and compiles and records all feedback submitted.
	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.
	The answer of the office is then relayed to the citizen.
	For inquiries and follow-ups, clients may contact or may email at hrmo.lgurtr@gmail.com.
	Answer the Complaint Form
How to file complaints?	Complaints can also be filed via email. Make sure to provide the following information: Name of Person being complained Incident Evidence Contact info: hrmo.lgurtr@gmail.com
	Evaluates and endorse the complaint to HRMO.
How complaints are processed?	Upon evaluation, the HRMO shall start investigation and forward the complaint to the relevant office for their explanation.
	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.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph : 1-ARTA (2782)
	PCC: 8888 CCB: 0908-881-6565 (SMS)



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 Divisio	10 1	Office of t	ha MDDC			
Classification:	n.	Simple	ffice of the MPDC			
Type of Transac	tion:		vernment to 0	Citizen		
Who may avail:		Business	Owner			
CHECKLIS			MENTS	WHERE TO SECURE		
Lease Contract Contr					EEDMO	
(Notarized by		r)			awyer nicipal Treasury	
CTC of Lesse	е			Office	licipal Treasury	
Two (2) Witne	ssess			<u> </u>		
Treasurer's Cl	earan	ce			MTO	
Business Clear	arance			[BPLO	
CLIENT STEPS		GENCY CTION	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE	
1. Accomplish/ Sign Lease Contract and submit other required documents	Revie valida docu	ew, and ate the ments nitted	None	10 minutes	Market Inspector II MEEDM Office MEEDMO 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	Market Inspector II 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	Market Inspector II MEEDM Office	



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



2. Collection Of Monthly Rentals

Office or Division: Office of the Municipal Economic Enterprise and Development					rise and		
CI	assification:		Simple)			
Type of Transaction:			Government to	Citizen			
W	ho may avail			ness Owner			
	CHECKL				WHERE TO SECU	JRE	
	REQUIRE			1	MEEDMOD		
•	Statement of	f Accou	nt	issued by the	MEEDMO Personr	nei	
	CLIENT STEPS		INCY ION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.	Present statement of Account and monthly bills	Compute required fees Receive Payments		Depends on the area rented plus electric bill and water bill	10 mins	Market Inspector II MEEDMO	
2.	Pay the required fees and charges				5 mins	Market Inspector II MEEDMO	
3.	Receive Official Receipts	Issuance of Official Receipts		None	5 mins	Market Inspector II 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 Divisi	Office or Division: Office of the Municipal Economic Enterprise and Development					
Classification:		Simp				
Type of Transa		G2C	 Government to Cit 	tizen		
Who may avail		All	NA/1.18		-	
CHECKLI REQUIRE			WHI	ERE TO SECUR		
Valid Identifi				Client		
• CTC			MTO/ Tre	asury Office/ Bar	angay	
CLIENT	AGEI	VCY	FEES TO BE	PROCESSING	PERSON	
STEPS	ACT		PAID	TIME	RESPONSIBLE	
1. Payment for equipment Rental/Rental For Training Hall	Issua of Off Reco	ficial	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.	2 minutes	Market Inspector II MEEDMO	
			Chairs rental -			
2. Receive	Rele	ase	P5.00 / day None	5 minutes	Market	
OR	OI			1.55	Inspector II 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 Divis	ion:		ce of the Municipal Economic Enterprise and velopment				
Classification:		Simple					
Type of Transa			Government to C	Citizen			
Who may avail CHECKI		All	VAL	WEDE TO SECUE	· F		
REQUIRE			WHERE TO SECURE				
None							
CLIENT STEPS		INCY ION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E		
1. Present the note from MCR	Received	-	 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 (Rental depends on the size of the Shade Area renewable every 5 years) 	5 minutes	Market Inspector II MEEDMO		
2. Pay the required amount	Advice Clients proceed the Of Municipal Regist	e s to ed to fice pal	None	5 minutes	Market Inspector II 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	Market Inspector II 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 Transa		G2C – Government to Citizen				
Who may avail: Farmers CHECKLIST OF			WHERE TO SECURE			
			WHERE TO SECURE			
REQUIREMENTS Membership Certification/			Farmers Association President			
Clearance Application Form (Neterized by Lewyer)			MEEDMO Lawyer			
(Notarized by Lawyer) RSBSA Form			Mun. Agriculture Office			
Valid ID			Applicant			
CLIENT	AG	ENCY	FEES TO	PROCESSING	PERSON	
STEPS	AC	CTION	BE PAID	TIME	RESPONSI BLE	
1. Fill up for Application Loan Form and submit required supporting documents	Review and validate filled loan application form and supporting documents Forward application form to the Office Municipal Mayor for Approval		None	5 minutes	LEDIPO- Designate MEEDM Officer MEEDMO	
			None	1 day	Municipal Mayor Municipal Mayor's Office	
2. Notarized Approved	Receiv		None	5 minutes	LEDIPO- Designate	
Application Form and	Prepai	e Payroll	None	1 hour	LEDIPO- Designate	
submit copy the MEEDMO	Processing of Voucher for Cash Advance		None	1 hour	LEDIPO- Designate	
3. Receive the net amount of loan approved	Release approvamour to clier	red nt of loan	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 Divisi	ion:		of the Municipa	l Economic Enterp	rise and	
Classification:		Simple				
			G2C – Government to Citizen			
Who may avail: All			WHERE TO SECURE			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
Cash Tickets			Entrance to Tagnote Falls Ticket Booth			
Official Receipt			Entrance to Tagnote Falls Ticket Booth			
CLIENT	· · · · · · · · · · · · · · · · · · ·		FEES TO PROCESSING PERSON			
STEPS		ION	BE PAID	TIME	RESPONSIBLE	
1. Log Book (List your Name and Address)	Assist orient foreigr tourist	local &	None	10 minutes	Admin Aide I MEEDMO	
2. Pay required fees	Issue and receive payment		 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	Releas	se	None	5 minutes	Admin Aide 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?	Every Friday, the HRMO opens the drop box and compiles and records all feedback submitted.			
	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.			
	The answer of the office is then relayed to the citizen.			
	For inquiries and follow-ups, clients may contact or may email at hrmo.lgurtr@gmail.com.			
	Answer the Complaint Form			
How to file complaints?	Complaints can also be filed via email. Make sure to provide the following information: Name of Person being complained Incident Evidence Contact info: hrmo.lgurtr@gmail.com			
	Evaluates and endorse the complaint to HRMO.			
How complaints are processed?	Upon evaluation, the HRMO shall start investigation and forward the complaint to the relevant office for their explanation.			
	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.			
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph : 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)			



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	