

CITIZENS CHARTER

Local Government Unit

Quinapondan, Eastern Samar

Pursuant to R.A. 9485

2018 EDITION

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INTRODUCTION

The Philippine Constitution provides that public office is a public trust and public officers and employees must at all times be accountable to the people and serve them with among others, utmost responsibility and efficiency (Article XI Section 10 of the Constitution.)

Republic Act 6713, otherwise known as the Code of Conduct and Ethical Standard Act, also provides that public officials and employees shall extend prompt, courteous and adequate service to the public and shall, unless otherwise provided by law or required by the public interest, provide information of their policies, procedures in clear and understandable languages, ensure openness of information, public consultation and hearings, whenever appropriate, encourage suggestions, simplify and systematize policy, rules and procedures and avoid red tape.

In the effort then of the Municipal Government to provide dedicated, efficient and effective governance, this helpful, informative handbook called Citizens Charter is hereby humbly offered to our dear clientele.

This handbook is designed to provide our clientele a service guide illustrating among others the service and flow of transaction, the required fees and documents, the persons/employees who will deal with the client including the estimated time spent for a particular transaction.

The Municipal Government is aware of the need to provide guidelines for updating and improvement of this material as a means of bridging the public clientele with the recurrence of changes involving public service delivery of the municipal government.

Local Government Unit Quinapondan, Eastern Samar

VISION

“By 2030, Quinapondan shall become a progressive municipality in the south of Eastern Samar with God fearing, healthy, environment friendly and disaster cognizant citizens thriving in a self-sufficient and empowered community with climate responsive, diversified and sustainable agro-fishery production and ecotourism systems implemented in harmony with well managed natural resources to promote a competitive, self-sufficient, and renewable energy driven local economy under the nurturing guidance of its local leaders.”

MISSION

“The municipality shall promote and ensure agro-industrial, political, and socio-economic development by tapping its resources, strengthen linkages, maintain and regulate the ecological balance.”

GOAL

“Alleviate poverty through effective governance and sustainable agri-base industries and equitable use and management of resources and a highly encouraged participation of the people.”

VALUE STATEMENT

The Local Government Unit upholds that public office is a public trust and that we are always accountable to the people, therefore we shall ensure **JUSTICE AND EQUALITY, EFFICIENCY** and *ACCOUNTABILITY in the delivery of service to our clientele.*



Republic of the Philippines
Province of Eastern Samar
Municipality of Quinapondan
OFFICE OF THE MUNICIPAL MAYOR



MESSAGE

I always uphold that public office is a public trust, and I shall remain committed to put into effect the mandates of law and the Civil Service Rules and Policies and Programs principally those that pertain to service delivery enhancement in government.

It is along that line that I always encourage the local officials and employees of the Local Government to discharge their duties with utmost responsibility, integrity and honesty, serve our clientele promptly, courteously and efficiently.

This **CITIZENS CHARTER** that binds the listing of the most availed **FRONTLINE SERVICES** in the Local Government of Quinapondan, Eastern Samar is tangible evidence that we are serious to make frontline services transparent, easy to transact and is intended to avoid red tape.

To our clientele, we value your feedbacks on our services; I therefore encourage you to bring out your redress or complementation. Your suggestions, feedbacks and comments are helpful in our continued attempt to further improve our services. We have adopted a system and mechanics in handling your grievances pertaining to our frontline services.

Your Municipal Government under this humble leadership shall endeavor to foster a new brand of municipal administration anchored on a client-centered service delivery by upholding **H**onesty and integrity, **O**bedience and faith, geared towards genuine **P**rogress and **E**xcellence. These are essential qualities to propel the realization of our quest to make *Quinapondan the center of HOPE.*

We hope that you will find this material a helpful guide how to transact business and avail the frontline services from the respective offices in the Municipal Government.

Thank you and GOD BLESS US ALL.

(Sgd). ATTY. RAFAEL S. ASEBIAS
Municipal Mayor

BRIEF PROFILE OF THE LOCAL GOVERNMENT UNIT

The Municipality of Quinapondan is located at the southern portion of the Province of Eastern Samar. It is bounded by the North by the Municipality of Gen. MacArthur, to the East by the Municipality of Salcedo, to the South by the Leyte Gulf and the West by the Municipality of Giporlos. It has been re-created as a Municipality on October 17, 1946, by virtue of R.A. 61. The law however took effect in 1947.

Quinapondan is a 5th Class Municipality. It has 25 components barangay's; five (5) in the upland, five along the national road, Eighth (8) along the coastal area and seven (7) in the poblacion.

Based on the consolidated Barangay Ecological profile conducted in 2012 the total population of this municipality counted to 15,178 an increase of 19.28 percent over CBMS 2009 Survey. It has a total land area of 8,423.380 hectares or 84.23 square kilometers.

Rice abounds in this municipality. That is why it is regarded as the rice granary in the southern part of the province. The main source of livelihood of its people is farming and fishing.

Employment opportunity is relatively difficult by which most degree holders tend to migrate and find their luck for greener pasture in bigger municipalities as well as in the cities or in other countries.

The MUNICIPAL GOVERNMENT has total of 74 plantilla personnel. It is headed by the municipal mayor as the Chief Executive Officer. It has 14 line offices/departments working collectively to achieve the organizational goals and towards the realization of its mission and vision. At present, the human resources of MUNICIPAL GOVERNMENT OF QUINAPONDAN is composed of 11 municipal elective officials including the mayor, vice mayor and members of the sanggunian, 63 rank and file regular plantilla personnel, 18 Day Care workers, 60 Barangay health workers, 25 barangay nutrition scholars and 179 emergency employees and Job Order laborers.

REDRESS MECHANISM

WE VALUE CLIENTS FEEDBACKS AND SUGGESTION, THEREFORE;

@WRITTEN COMPLAINTS OR COMPLEMENTATIONS MAYBE DIRECTED TO EVERYONE IN THE WORKPLACE, WE ALSO ENTERTAIN VERBAL COMPLAINTS AND DISCUSS IT FREELY WITH OUR CLIENTS IN UTMOST CONFIDENTIALITY.

@WE WANT OUR SERVICES AND TRANSACTIONS TRANSPARENT AND WE INTEND TO EXCEED CLIENTS EXPECTATIONS, THEREFORE OUR CLIENTS MAY LODGE THEIR SUGGESTIONS, RECOMMENDATION, AND OR GRIEVANCES AT THE HUMAN RESOURCE MANAGEMENT OFFICE (HRMO) OR YOU MAY CONTACT THE FOLLOWING NUMBERS (09989979594).

@YOU MAY CONSULT OUR OFFICER OF THE DAY STATIONED AT THE PUBLIC ASSISTANCE DESK FOR FURTHER ASSISTANCE.



The seal features a central shield with a landscape scene, including a sun, a mountain, and a body of water. The shield is surrounded by a circular border of stars. Below the shield is a banner with the text 'EASTERN SAMAR' on the left, '1946' in the center, and 'MUNICIPALITY OF QUINAPONDAN' on the right.

LIST OF FRONTLINE SERVICES

EASTERN

1946

SAMAR

MUNICIPALITY OF QUINAPONDAN

MUNICIPAL MAYOR'S OFFICE

Service Pledge:

The office of the Municipal Mayor is committed to render an equitable and client-centered delivery of frontline and other basic social services to all.



ATTY. RAFAEL S. ASEBIAS
Head of the Office

MUNICIPAL MAYOR'S OFFICE

What Services do we Offer	Who are our Clients
<ol style="list-style-type: none">1. Issuance of Business Permits2. Issuance of Special Mayor's Permit3. Issuance of FRANCHISE4. Issuance of Mayor's Clearance/Certification5. Solemnization of Marriage	Business Groups/Investors Fund Raisers Tricycle Operators Applicants for Local/Foreign Employment To be husband & wife/couples

Type of Frontline Services: Issuance of Permit to Drive Pedicab
Schedule of Availability of Service: Mondays-Fridays (8:00 am.-5:00 pm.)
Who may avail the Service: Pedicab Driver
Location of the Office: Second Floor, Mun. Building

HOW TO AVAIL THE SERVICE:

Step	Activity of Client	Department/Division/Section Activity	Duration	Required Document	Fees	Responsible Person/s
1	Proceed to Mayor's Office to check the required documents	<i>Issued Permit (I.D)</i>	3 mins.	Official Receipt Brgy. Clearance Police Clearance		Staff at the Mayor's Office
2	Received Approved Permit (I.D)					

Type of Frontline Services: Solemnizing Of Marriage
Schedule of Availability of Service: Mondays-Fridays (8:00 am.-5:00 pm.)
Who may avail the Service: To be husband & wife/couples
Location of the Office: Second Floor, Mun. Building

HOW TO AVAIL THE SERVICE

Step	Activity of Client	Department/Division/Section Activity	Duration	Required Document	Fees	Responsible Person/s
1	Proceed to Mayor's office for submission of Marriage License	Set for the Schedule of Marriage	3 mins	Marriage License		Staff at the Mayor's office
		Solemnize Marriage	10 mins			Municipal Mayor
		Segregate file copy of marriage contract	3 mins			Staff at the Mayor's Office
2	Proceed to LCR Office to get the copy of Marriage Certificate	Segregate file copy, release client's copy	3 mins.			LCR/ Casual at the LCR Office

Type of Frontline Services:

Schedule of Availability of Service:

Who may avail the Service:

Location of the Office:

Issuance of Mayor's Clearance/Certification

Mondays-Fridays (8:00 am.-5:00 pm.)

Applicant for Local/Foreign Employment

Second Floor, Mun. Building

HOW TO AVAIL THE SERVICE

Step	Activity of Client	Department/Division/Section Activity	Duration	Required Document	Fees	Responsible Person/s
1	Proceed to Mayor's Office, present O.R. & other supporting documents	Type/Encode Mayor's Clearance/Certification, advice client to wait.	5 mins.		O.R.	Staff at the Mayor's Office Staff at the Mayor's Office Staff at the Mayor's Office
		Present document to the LCE for signature	5 mins.			
		Segregate file copy, release client's copy	5 mins.			
2	Received Mayor's Clearance/Certification					

Type of Frontline Services:

Schedule of Availability of Service:

Who may avail the Service:

Location of the Office:

Issuance of Special Mayor's Permit

Mondays-Fridays (8:00 am.-5:00 pm.)

Fund Raisers

Second floor, Mun. Building

HOW TO AVAIL THE SERVICE

Step	Activity of Client	Department/Division/Section Activity	Duration	Required Document	Fees	Responsible Person/s
1	Proceed to Mayor's Office, present O.R. & other supporting documents	Type/Encode Mayor's Special Permit, advice client to wait	5 mins.			Staff at the Mayor's Office Staff at the Mayor's Office Staff at the Mayor's Office
		Present document to the LCE for signature	5 mins.			
		Segregate file copy, release client's copy	5 mins.			
2	Received approved Mayor's Permit					

Type of Frontline Services:

Schedule of Availability of Service:

Who may avail the Service:

Location of the Office:

Issuance of Mayor's Business Permit/FRANCHISE

Mondays-Fridays (8:00 am.-5:00 pm.)

Business Groups/Investors/Tricycle Operators

Mun. Mayor's Office

HOW TO AVAIL THE SERVICE

Step	Activity of Client	Department/Division/Section Activity	Duration	Required Document	Fees	Responsible Person/s
1	Proceed directly to the Mayor's Office. Secure application forms & other requirements & make clarifications/inquiries.	<i>Brief the client the necessary requirements Type information on the permit form. Advice client to wait.</i>	10 mins.	CTC & Brgy. Business Clearance	None	Staff at the Mayor's Office
2	. Proceed to the treasurer's office to pay fees	<i>Issue O.R.</i>	5 mins.		None	Revenue Collection Clerk
3	Proceed to Municipal Police Station and ask for safety & police clearance	<i>Release Police Clearance</i>			None	PNP Personnel
4	Proceed to RHU & ask for Sanitary Permit	<i>Release Sanitary Permit</i>			None	Provincial Sanitary Inspector
5	Proceed to BIR Office to pay BIR Taxes	<i>Issue O.R.</i>			None	Revenue Collection Agent
6	Submit the accomplished application form & other documents to the Mayor's Office	<i>Received & review application Present reviewed documents to the LCE for approval/signature. Release clients copy</i>	5 mins.		None	Staff at the Mayor's Office
7	Received Approved Mayor's Business Permit/FRANCHISE				None	

MUN. CIVIL REGISTRY OFFICE



Pionio A. Campo, Jr.
Head of Office

Service Pledge:

The Municipal Civil Registrar, commits to be responsive in the delivery of frontline services to our clientele, promote and sustain a strong and committed local civil registry system by implementing with sincerity, courtesy, honesty and efficiency the civil registration laws of the country.

What services do we offer	Who are our clients
Accept registration of Live Births, Marriages, Deaths, Application for Marriage Licenses, Legal Instruments and other registrable documents	Those born in Quinapondan Those (Marriages) Solemnized in Quinapondan Those who may report Deaths occurred in Quinapondan Applicants for Marriage Licenses Those who file for Registrable Legal Instruments
Issuance of Civil Registry Records	Applicants for Record Verifications
Issuance of Non-Availability of Records	Applicants for Record Verifications
Correction of Clerical Errors and/or Change of First Name on an entry/ies of Civil Registry Document/s, including change of entry in sex, day and/or month in the date of birth.	Petitioner/ Registrant or a Person with Direct and Personal Interest
Issuance of Marriage Licenses	Those contracting parties not disqualified by law to contract marriage.
Child Legitimation	Registered Illegitimate Children
Annotations/ Amendments of Civil Registry Documents	Applicants for Correction of Entries Applicant for Admission of Paternity Applicants for Adoption Applicants for Absolute Declaration Nullity of Marriage Applicants for Legitimation/ Acknowledgment Applicants for Supplemental Reports Applicants for Presumptive Deaths
Piecemeal Submission of Civil Registry Documents to PSA-OCRG	Applicants who request for immediate submission of records

Type of Frontline Service:

Issuance of Civil Registry Records and Non- Availability of Records

Schedule of Availability of Service:

Monday to Friday

Who may avail of Service:

Applicants for record verification

HOW TO AVAIL OF THE SERVICE

Step	Activity of Client	Department/Division/Section Activity	Duration	Required Document	Fees	Responsible Person
1	Request copy of certification and pay corresponding fees	Verification and issuance of transcriptions/records or issuance of Certification for non-availability	15- 30 min	Authorization if the requester is not the registrant himself	50	Civil Registrar Treasurer's clerk
2	Receive copy of certification	Indicate issuance at Logbook	3-5 min			Civil Registrar/ Clerk

Type of Frontline Service:

Registration of Civil Registry Documents

Schedule of Availability of Service: Monday to Friday

Who may avail of Service: Those who born in Quinapondan & those who may apply for out-of-town reporting

Location of the Office: Ground Floor of Mun. Building

Documentary Requirements:

Births: (0-30 days)

Accomplish 4 Copies of COLB forms, Certification Birth Attendant (Midwife/Nurse/Physician), Marriage Certificate of parents if married, For illegitimate Children may submit Affidavit of Admission of Paternity, Affidavit to use the Surname of Father, Parent's Proof of Identification (Birth Certificate of Parent/s and/or Government issued ID)

Births: (more than 1 month)

Negative Certification from PSA;

Parent's Cert. of Marriage, if any; Affidavit of two disinterested Persons; Government-Issued ID of applicant; and at least 2 of the ff:

- a) Baptismal Certificate
- b) School Record [Form 137]
- c) Medical Record [Immuniton/Cert\
- d) Income Tax Return
- e) Marriage Certificate
- f) NBI Clearance
- g) Voter's Record
- h) Insurance policy
- i) other documents

Additional Requirements for Illegitimate Children:

- a) Affidavit of Acknowledgement/ Admission of Paternity
- b) Affidavit to use the surname of Father

Additional Requirements for Legitimated Children

- a) Affidavit of Legitimation
- b) Parents Certificate of Marriage in Security Paper
- c) PSA' issued Advisory of Marriage

Marriage:

Certificate of Marriage (4 copies)

For late registration add: affidavit of late registration, Application of Marriage License, marriage license except in cases of marriage exempt from license and PSA Negative Certification

Deaths:

Accomplished 4 copies of Certificatte of Death with certification of MHO, for late registration add: PSA Negative Certification.

Legal Instruments:

Copy of duly notarized instrument for registration

HOW TO AVAIL OF THE SERVICE:

Step	Activity of Client	Activity of Civil registry Office	Duration	Fees	Responsible Person
1	Submit required supporting documents	Cross-check records & assess sufficiency of supporting documents Verify status of the registrant Post notices on applications for delayed registration of CRDs	5- 10 min. 10 days		Civil Registrar
2	Pay corresponding fees and charges, secure documentary stamp	Encoding of entries in the Civil Registry Information System	10-20 mins	150.00 [for late] 100.00 [other CRD]	Treasurer's Clerk BIR collection' agent
3	Review of document's entries and affix signatures to corresponding forms	Mark receipt & records the documents at Registry Book and assigns registry numbers Digitalized the newly registered CRDs and its Supporting Documents Issuance/ distribution of newly registered documents	15-20 mins 2 mins (Late after 10-day posting); 5-10 min		Civil Registrar

Type of Frontline Service: _
Schedule of Availability of Service:
Who may avail of Service:
Location of the Office:

ANNOTATION / AMENDMENT OF CIVIL REGISTRY DOCUMENTS

Monday to Friday
Clients/ Registrants
Ground Floor of Mun. Building

HOW TO AVAIL OF THE SERVICE

Step	Activity of Client	Department/Division/Section Activity	Duration	Required Document	Fees	Responsible Person
1	Secure legal papers to effect amendment and change of entry/ies in the civil registry document	Administer oath and statements		Sworn Statement Relative to Supply of Entry, Use of Surname of Father, Admission of Paternity/Acknowledgement Judicial Order relative to Adoption, Nullity of Marriage, Declaration of Presumptive Death, etc	100	Civil Registrar/s Notary Public RTC
2	Submit legal papers	Annotations / amendments Submit to PSA set of supporting documents for security paper issuance	30 mins to 1 hour	Legal Instrument Judicial Order, if necessary Un-annotated civil documents		Civil Registrar Civil Registrar/PSA
3	Pay municipal fees and receive annotated/ amended document		5-15 min		50.00	Treasurer's Clerk

Type of Frontline Service:

CORRECTION OF CLERICAL ERRORS AND/OR CHANGE OF FIRST NAME ON AN ENTRY/IES OF CIVIL REGISTRY DOCUMENT/S

Schedule of Availability of Service:

Monday to Friday

Who may avail of Service:

The Registrant or Person with Direct and Personal Interest

HOW TO AVAIL OF THE SERVICE

Step	Activity of Client	Department/Division/Section Activity	Duration	Required Document	Fees	Responsible Person
1	Pre –assess error/s and present the subject civil registry document together with the supporting documents	Examine the petition and determine sufficiency of requirements and supporting documents	15-20 mins	Civil registry document on security paper if available Other required supporting documents		Civil Registrar
2	Finalize the petition and pay the corresponding filing fees	Receive the petition upon payment of prescribed fees Post notice to the public at the Municipal bulletin	15-30 min 10 days	Duly signed and verified petition	1,000 [CCE] 3,000 [CFN]	Civil Registrar Treasurer
3	Publish the petition twice for two consecutive weeks in the newspaper of general circulation (for petition of change of first name)	Acts on the Petition within 5 working days after posting and publication Transmit the Petition to the OCRG within 5 working days after decisions	14 days 1-5 days 1-5 days	Notice of Publication Affidavit of Publication News Paper Clippings Petition including its supporting documents and other requirements		News Paper Publisher Civil Registrar Civil Registrar
4	Wait for the notification from the civil registrar on the result of the petition		20-40 days			
5	Upon receipt of approval notification, secure copy of Finality May file notice of appeal in case of disapproval of petition	Issuance of result of Petition Transmit notice of appeal Furnish to OCRG copy of Certificate of Finality	1-2 days 1-5 days	Certificate of Finality CRG Decision Annotated Civil Registry Document (Certified True Copy) Notice of Appeal Appeal Form Supporting Papers		Civil Registrar Civil Registrar
6	Apply for Security paper of the Document that undergone correction process	NSO-EDSA/ Civil Registry Department		Certificate of Finality Annotated Certificate Original (Un-annotated) certificate	140.00	Office of the Civil Registrar General

Type of Frontline Service:
 Schedule of Availability of Service:
 Who may avail of Service:

ISSUANCE OF MARRIAGE LICENSES
Monday to Friday
Applicant for Marriage License

HOW TO AVAIL OF THE SERVICE

Step	Activity of Client	Department/Division/Section Activity	Duration	Required Document	Fees	Responsible Person
1	Applicants accomplish Application for Marriage License	Determine whether one or both of the contracting parties are residents in the municipality and eligibility of contracting parties.	15-20 min	Birth Certificates, Identification Card, Certificate of No-marriage Proof of Termination of previous marriage, if any Consent of Parents for age 18-21 Advice of Parent for age 22-25 Certificate of Legal Capacity to Contract Marriage, if foreigner		Civil Registrar
2	Undergo marriage counseling [Pre-Marriage Counseling (for below 25 yrs old) pursuant to Art. 16, Title I Family Code and (18 yrs and above) Pres. Decree no. 95]		30 min 45 – 60 min	Certification from Social Welfare Services Certification from Pre-Marriage Counselor (Family Planning)		Social Welfare Officer Family Planning Counselor
3	Pay municipal fees and license fee	Post Notice of Application for Marriage License at the municipal bulletin board	5 min 10 days		300.00	Treasurer's Clerk
4	Claim/ receive the Marriage License after 10 days	Issue and record at the Registry Book	3- 5 min			Civil Registrar

RURAL HEALTH UNIT

Service Pledge:



DR. JENER S. CAMPOSANO, M.D.
Head of Office

RURAL HEALTH UNIT SERVICE PROFILE

What Services do we Offer	Who are our Clients
*Medical and Dental Consultation	-Morbid and non-morbid clients
*Issuance of Medico-Legal reports/certificate	-Morbid clients with injuries related to violence, transport accidents and sexual abuses.
*Issuance of Death Certificate	-Interested party of a dead person caused by non-natural and or all causes.
*Issuance of Medical Certificate	-Interested party which needs it for; employment, school requirement, etc.
*Expanded program on Immunization	-Non-Morbid children under 1 yr. old
*Integrated Management on Childhood Illness	-Morbid children under 5 yr. old
*Prenatal and post-partum care	-Pregnant and post-partum women
*Family Planning services	-Married couple interested on birth spacing or wanted to have a child
*National Tuberculosis Program (TB DOTS)	-Morbid clients with cough of 2 weeks or more
*Nutrition Program	-Children under 5 yr. old
*Laboratory services; Sputum examination for AFB Fecalysis/urinalysis Complete Blood Count (CBC)	-Clients referred by physician, Midwife or Sanitary – Inspector
*Issuance of Sanitary Permit and Health Certificate to Business establishment	-Operator and personnel of the business establishment
*Sampling and treatment of water sources used for drinking water	-Interested party in the community
*Issuance of Sanitary Order	-Interested party in the community with a complaint related to environmental health and sanitation

Type of Frontline Service:
 Schedule of Availability of Service:

Medical and Dental Consultations

Monday to Friday
 (NOTE: for Dental Consultations, FRIDAY morning only)

Who may avail of the Service:

Morbid or Non-morbid clients

Location of the Office:

Main Health Center

HOW TO AVAIL OF THE SERVICE:

Step	Activity of Client	Department/Division/Section Activity	Duration	Required Document	Fees	Responsible Person/s
1	Secure the family envelope in the specified shelf	<i>Assist the client on securing the family envelope</i>	1 min	Family Envelope	None	BHW or RHM
2	Give the family envelope to the desk in-charge	<i>*Prepares the individual treatment record (ITR) *Get the general information, vital signs, and chief complaint. *ITR given back to client.</i>	2-3 mins	ITR	None	RHM or PHN
3	Goes to the physician or Dentist	<i>Interviews, Assesses and gives appropriate management</i>	2-5 mins	ITR	None	Physician/Dentist
4	Goes to the treatment room	<i>Carries out the Physician/Dentist's Order</i>	2-5 mins	ITR	None	Physician/Dentist
5	Goes home and complies the perception and instruction			O.R.	60.00	

Type of Frontline Service:
 Schedule of Availability of Service:

Issuance of Medical Certificate

Monday to Friday

Who may avail of the Service:

Interested Party residing in Quinapondan

Location of the Office:

Main Health Center

HOW TO AVAIL OF THE SERVICE:

Step	Activity of Client	Department/Division/Section Activity	Duration	Required Document	Fees	Responsible Person/s
1	Pays and Secure Official Receipt at the Treasurer's Office	.			Php 60.00	Treasurer's Office
2	Goes to the Main Health Center. Present the O.R. to the Physician	<i>*Interviews, gets general information, vital signs and assesses. *Advice and refer for laboratory examinations (as needed) *Issues the medical certificate</i>	3-5 mins.	OR Laboratory Results	None	RHM/PHN Physician

Type of Frontline Service:
 Schedule of Availability of Service:

Expanded Program on Immunization

Main Health Center- Every Wednesday; Barangay Health Centers- Once a month as scheduled by the RHM in charge

Who may avail of the Service:

Non-Morbid children under 1 year old

Location of the Office:

Rural Health Center

HOW TO AVAIL OF THE SERVICE:

Step	Activity of Client	Department/Division/Section Activity	Duration	Required Document	Fees	Responsible Person/s
		Inform the parents of the scheduled date and time of immunization.				Treasurer's office
1	Mother with the goes to the nearest health center.	Prepare and updates the ECCDC (Early Childhood Care and Development Card) Gives the appropriate vaccines and health advice Gives ECCDC to the mother	2 – 3 min.	ECCDC		BHW//RHM RHM
2	Goes home and complies the advice					

Type of Frontline Service:
 Schedule of Availability of Service:
 Who may avail of the Service:

Issuance of Medico-Legal Reports

Monday to Friday

Morbid Client w/ injuries related to violence, transport accident & sexual Interested party of the dead human being caused by non-natural abuse causes

Location of the Office:

Rural Health Center

HOW TO AVAIL OF THE SERVICE:

Step	Activity of Client	Department/Division/Section Activity	Duration	Required Document	Fees	Responsible Person/s
		<i>Advice client to report the incidence to the police department</i>				
1	Goes to the police department to report and secure medical request for examination	* <i>MORBID Client</i> <i>Secure the family envelope, prepares the ITR.</i>	1-2 min.	Medical request		RHM
2	With the medical request, goes to the health center (RHU)	<i>Gets the general information, vital signs and chief complaint</i> <i>ITR give to client</i>	3-5 min.	ITR		Physician
3	Goes to the physician	<i>Interviews, assesses and gives appropriate health management</i> * <i>Interested party w/ dead person</i> <i>conducts post-mortem examination</i>	2-3 hrs.			Physician
4	Goes to treasurer's office to pay for the certificate	<i>Prepares the medico-legal report/ certificate</i>	1-2 min.			Physician
5	Goes back to RHU with the O.R.	<i>Issues the medical certificate</i>		O.R.	60.00	
6	Goes home and complies the health advice					

Type of Frontline Service
 Schedule of Availability of Service:
 Who may avail of the Service:
 Location of the Office:

Issuance of Death Certificate
Monday to Friday
Interested party of the dead person of all causes
Rural Health Center

HOW TO AVAIL OF THE SERVICE:

Step	Activity of Client	Department/Division/Section Activity	Duration	Required Document	Fees	Responsible Person/s
1	Secure death certificate form at the Registrar's Office		-	-	-	Civil Registrar
2	Bring the form to the physician	Interview the informant Prepares and issues the death certificate	5 min.	Death Certificate form		Physician Sanitary Inspector
3	Goes to the Registrar's Office with the form.					
	Note: for delayed registration of death					
1	Secure an affidavit for delayed registration; stating the name, date of death, place of death, place of burial and whether he was attended or not by a doctor.					Interested party Lawyer
2	Brings the affidavit to the physician (RHU)					

Type of Frontline Service: Prenatal and post-natal services
Schedule of Availability of Service: Monday to Friday or as Scheduled by the RHM in charge
Who may avail of the Service: Pregnant and Post-Partum mother
Location of the Office: Rural Health Center

HOW TO AVAIL OF THE SERVICE:

Step	Activity of Client	Department/Division/Section Activity	Duration	Required Document	Fees	Responsible Person/s
		<i>Informs pregnant and post-partum mothers for scheduled check-up</i>				BHW/RHM
1	AP and PP mothers seeks consultation at the nearest health center	<i>Prepares and updates the Home Based Mother, Card (HBMR) Gets the general information, vital signs and complaint if any Assesses the AP or PP mother Gives appropriate health management</i>	3-5 min	HBMR		BHW/RHM
2	Goes home with the HBMR and complies the health prescription					

Type of Frontline Service: Integrated Management on Childhood Illness (IMCI)
Schedule of Availability of Service: Monday to Friday
Who may avail of the Service: Morbid children under 5 years old
Location of the Office: Rural Health Center

HOW TO AVAIL OF THE SERVICE

Step	Activity of Client	Department/Division/Section Activity	Duration	Required Document	Fees	Responsible Person/s
1	Parents bring the morbid child for consultation					
2	Secure the family envelope in the specified shelf and give it to the RHM.	<i>Assists the parent on securing the family envelope Prepares the ITR and IMCI form Gets the general information, vital signs and chief complaint Assesses the client Gives appropriate health management</i>	2-4 min	ITR or IMCI form		BHW/RHM
3	Client goes home and complies the health prescriptions					

Type of Frontline Service:
 Schedule of Availability of Service:
 Who may avail of the Service:

National Tuberculosis Program

Monday to Friday

Morbid client with cough of 2 weeks or more associated with fever, hemoptysis or chest/back pain

Location of the Office:

Rural Health Center

HOW TO AVAIL OF THE SERVICE:

Step	Activity of Client	Department/Division/Section Activity	Duration	Required Document	Fees	Responsible Person/s
1	Suspect TB client seeks consultation					
2	Gets his family envelope in specified shelf	Assist on securing his family envelope Prepares the ITR Gets the general information, vital sign and chief complaint ITR given to client	2 min	ITR		RHM
2	Goes to the Physician	Interview, assesses and gives appropriate health management Refers to the laboratory for sputum examination.		ITR		Physician
3	Goes to the laboratory and submits sputum's A. If client is positive for AFB	Informs about the procedure Issues laboratory results Informs the PHN or RHM in charge on the result Follow-up the client Gives TV drugs Conducts health education Enters him into registry book	3 days 1-2 hrs.	Referral slip Lab. results		Mid. Tech. RHN PHN
1	Returns with chest x-ray result	Informs and advice accordingly * If positive with TB prepares TBDC referral form and submit to TBDC Borongan	1 month	Chest x-ray result TBDC referral form		Physician

Type of Frontline Service:
 Schedule of Availability of Service:
 Who may avail of the Service:
 Location of the Office:

Family Planning Services
Monday to Friday
Married Couple interested on birth spacing or having a child
Rural Health Center

HOW TO AVAIL OF THE SERVICE:

Step	Activity of Client	Department/Division/Section Activity	Duration	Required Document	Fees	Responsible Person/s
1	Interested married couple seeks consultation at the nearest health center	<i>Counsels the couple on birth spacing or wanted to have a child. Gets and prepares the PP record Assesses, gets vital signs Gives appropriate family planning methods</i>	30 min to 1 hr.	Family Planning Service Record		RHM or PHN
2	Goes home and complies the health prescriptions					

Type of Frontline Service:
 Schedule of Availability of Service:
 Who may avail of the Service:
 Location of the Office:

Fecalysis/ Urinalysis
Monday to Friday
Referred clients by the Physician or Sanitary Inspector
Rural Health Center

HOW TO AVAIL OF THE SERVICE:

Step	Activity of Client	Department/Division/Section Activity	Duration	Required Document	Fees	Responsible Person/s
		Advice client to submit proper collection of the stool				Med. Tech.
1	Submits stool or urine to the laboratory in a small wide mouth container	Receives, registers in the logbook Smearing, reading and interprets the slide	20 mins	Referral slip		
2	Returns after 30 minutes	Inform and explains the result				Physician

Type of Frontline Service
 Schedule of Availability of Service:
 Who may avail of the Service:
 Location of the Office:

Sputum examination for AFB
Monday to Friday
Suspect TB and Food Handlers
Rural Health Center

HOW TO AVAIL OF THE SERVICE:

Step	Activity of Client	Department/Division/Section Activity	Duration	Required Document	Fees	Responsible Person/s
		Advice for AFB examination				Sanitary Inspector Physician RHM
1	Submit 3 sputum specimens in a covered wide mouth container. First – spot specimen collected at the time of collection Second – early morning specimen 3 rd – spot specimen collected at the time the client comes back to health center to submit the 2 nd specimens	Receives, registers in the logbook Advices to submit 3 specimens (sputum) Smearing, fixing, staining and reading of slides Interpret smears and records	3 days	Referral slip from Physician or RHM or Sanitary Insp.		Medical Technologist
2	Returns after 3 days and gets the result	Informs and advice the client accordingly				

Type of Frontline Service:
 Schedule of Availability of Service:
 Who may avail of the Service:
 Location of the Office:

Complete Blood Count (CBC)
Monday to Friday
Referred clients by the Physician or Sanitary Inspector
Rural Health Unit

HOW TO AVAIL OF THE SERVICE:

Step	Activity of Client	Department/Division/Section Activity	Duration	Required Document	Fees	Responsible Person/s
		Advice client to submit for blood extraction				Physician/ Sanitary Inspector
1	Submit herself/himself for blood extraction to the Laboratory Room	-Receives, Registers in the Log Book -Extracts, prepares and interpret the blood	30 mins	Referral slip		Medical Technologist
2	Returns after 30 - 40 minutes	Inform and explain the result				Physician

Type of Frontline Service:
 Schedule of Availability of Service:
 Who may avail of the Service:

Issuance of Sanitary Permit & Health Certificate

Monday to Friday
Operator & Personnel of the Business
Establishment
Main Health Center

Location of the Office:

HOW TO AVAIL OF THE SERVICE:

Step	Activity of Client	Department/Division/Section Activity	Duration	Required Document	Fees	Responsible Person/s
1	Secure/bring Brgy. Clearance And Mayor's Permit Application Form and proceed to the office of the PSU	Receive and review the documents Prepares the Sanitary permit	10 mins	*Brgy. Clearance *Application form	None	Sanitary Inspector
2	Submit Stool & or Sputum to the laboratory for exam	Advice and refer for: a) Sputum examination (as needed) b) Stool examination (for food establishments)	2 days		None	Medical Technologist
3	Pay for medical health certificate at the Treasurer's office	*Advice to pay at the Treasurer's Office *issuance of Sanitary Permit and approved health certificate	5 mins 5 mins	O.R. Laboratory Result	None	Treasurer's Office S.I./MHO

Type of Frontline Service: Sampling and Treatment of Water sources used for Domestic purposes (Drinking water)

Schedule of Availability of Service: Monday to Friday

Who may avail of the Service: Interested Party in the Community

Location of the Office: Rural Health Center

HOW TO AVAIL OF THE SERVICE:

Step	Activity of Client	Department/Division/Section Activity	Duration	Required Document	Fees	Responsible Person/s
1	Inform the Sanitary Inspector for Disinfection of water supply.	Inspection of water Source Inform the Brgy. Officials & the Community. Disinfection of HH. Container and water source Collect water sample and submit for laboratory exam. to PHO water lab. or Balangiga Hospital. Wait the result. Feedback the result to the Brgy. Officials and the Community	1 day 1 day 1 week	Inspection form Chlorine granules Sterilized glass bottles Laboratory	150.00	SI/Brgy. Officials SI/Brgy. Officials & Caretaker SI/Lab. /staff

Type of Frontline Service:
 Schedule of Availability of Service:

Issuance of Sanitary Order

Monday to Friday

HOW TO AVAIL OF THE SERVICE:

Step	Activity of Client	Department/Division/Section Activity	Duration	Required Document	Fees	Responsible Person/s
1	Secure Referral or Endorsement complaint	<i>Receive and review the document</i>	1 day	Referral Complaint		Brgy. Chairman
2	File Sanitary Complaint	<i>Issue sanitary permit Inspection Issue sanitary order signed by the MHO to the person being complaint Advise the client to follow-up after given time for correction.</i>	10 mins. 3 hrs.	Inspection form		SI SI/Brgy. Officials
3	Return to the health center for the result: If the person being complaint comply with the sanitary order. If the person does not comply for 3 consecutive sanitary order given.	<i>Advise the complainant about the result Inform to the Local Chief Executive about the complaint.</i>	10 mins. 1 month	Compliance result File copy of sanitary order		SI SI/MHO

REPUBLIC OF THE PHILIPPINES
PROVINCE OF EASTERN SAMAR
MUNICIPALITY OF QUINAPONDAN

OFFICE OF THE MUNICIPAL ASSESSOR

FRONTLINE SERVICES

WHAT SERVICES DO WE OFFER	WHO ARE OUR CLIENTS
ISSUANCE OF TAX DECLARATION FOR NEW LAND PROPERTY ASSESSMENT	Property Owner
TRANSFER OF OWNERSHIP OF REAL PROPERTY	Property Owner or his/her Authorized Representative
CONSOLIDATION OF REAL PROPERTY UNIT	Property Owner or his/her Authorized Representative
ISSUANCE OF CERTIFIED COPY OF TAX DECLARATION	Property Owner or his/her Authorized Representative
ISSUANCE OF PROPERTY HOLDING CERTIFICATION	Property Owner or his/her Authorized Representative

**OFFICE
PERSONNEL:**

Engr. GERALDO R. ABIT - Municipal Assessor
Mrs. LEA P. MACAWILE - LAOO - I
Mrs. CARIDAD P. VALDEMORO - Assessment Clerk

Type of Frontline Service :

Issuance of Tax Declaration for New Land Property Assessment

Schedule of Availability of Service :

Monday to Friday

Who may avail of the Service :

Owner/Administrator

HOW TO AVAIL OF THE SERVICE :

Step	Activity of Client	Department/Division/Section Activity	Duration	Required Document	Fees	Responsible Person
1	Proceed to the Office of the Municipal Assessor to inform the location of the undeclared property	Conduct ocular inspection of the land subject to declare New for taxation purposes;	4 Hours	Approved survey plan and certification issued from the Department of Environment and	N/A	Mun. Assessor
		Prepare Field Appraisal and Assessment Sheet (FAAS), Notice of Assessment, Tax Declaration and transmit to the Provincial Assessor for approval;	1 Day	Natural Resources (DENR);	N/A	Mun. Assessor LAOO - I
		Issue Notice of Assessment to the owner or client is concerned	15 Min.	Affidavit of Onership, Affidavit of Adjoining Owners and Barangay Certification	N/A	Mun. Assessor and Assessment Clerk

Type of Frontline Service :

Transfer of Ownership of Real Property Unit

Schedule of Availability of Service :

Monday to Friday

Who may avail of the Service :

Transferee

HOW TO AVAIL OF THE SERVICE :

Step	Activity of Client	Department/Division/Section Activity	Duration	Required Document	Fees	Responsible Person
1	Proceed to the Bureau of Internal Revenue District Office, Borongan City;	Issuance of Certificate Authorizing Registration (CAR);		Deed of Coveyance		Revenue District Officer (BIR)
2	Proceed to the Registry of Deeds, Borongan City	Registration of real property unit subject to transfer		Deed of Conveyance & Certificate Authorizing Registration (CAR) and Deed of Conveyance		Registrar of Deeds (ROD)

Type of Frontline Service :
 Schedule of Availability of Service

Consolidation of Real Property Unit

:
 Monday to Friday

Who may avail of the Service :
 Transferre

HOW TO AVAIL OF THE SERVICE :

Step	Activity of Client	Department/Division/Section Activity	Duration	Required Document	Fees	Responsible Person
1	Proceed to the Office of the Municipal Assessor	Verify office records of the real property unit applied for consolidation;	15 min.	Current Official Receipt of the realty tax issued by the treasurer's collector	N/A	Mun. Assessor LAOO - I Assessment Clerk
		Conduct Ocular Inspection of the real property units;	4 Hours		N/A	Mun. Assessor
		Prepare Field Appraisal and Assessment Sheet (FAAS), Tax Declaration, Notice of Assessment and transmit Notice of Assessment and Transmit to Provincial Assessor for approval;	1 Day		N/A	Mun. Assessor
		Issue Notice of Assessment to the owner or client is concerned;	15 Min.		N/A	Mun. Assessor and LAOO - I Assessment Clerk

Type of Frontline Service :
 Schedule of Availability of Service

Issuance of Certified Copy of Tax Declaration

:
 Monday to Friday

Who may avail of the Service :
 Transferre

HOW TO AVAIL OF THE SERVICE :

Step	Activity of Client	Department/Division/Section Activity	Duration	Required Document	Fees	Responsible Person
1	Proceed to the Office of the Municipal Assessor for issuance Tax Declaration	Verify office records of the real property unit requested for issuance tax declaration.	15 min.	Secretarial fee with Official Receipt issued by the treasurer's collector; Current Official Receipt of the realty tax issued by the treasurer's collector.	30.00	Municipal Assessor, Assessment Clerk, LAOO - I

Type of Frontline Service : **Issuance of Property Holding Certification**

Schedule of Availability of Service

: **Monday to Friday**

Who may avail of the Service : **Transferee**

HOW TO AVAIL OF THE SERVICE :

Step	Activity of Client	Department/Division/Section Activity	Duration	Required Document	Fees	Responsible Person
1	Procced to the Office of the Municipal Assessor for issuance Certification	Verify office record of the real property unit requested.	15 min.	Secretarial fee with Official Receipt issued by the treasurer's collector; Current Official Receipt of the realty tax issued by the treasurer's collector.	50.00	Municipal Assessor

MUNICIPAL TREASURER'S OFFICE

SERVICE PLEDGE:

To assure our clientele of a courteous and prompt service, to ensure tax collection, disbursement responsive and client friendly.



VIRGINIA C. RAMIREZ
MUNICIPAL TREASURER

What Services do we offer?	Who are our clients?
1. Issuance of Applicants for Business Permits (New/Renew)	Investors group and the Paying Public
2. Payment of Real Property Tax	
3. Issuance of Tax Clearance	
4. Issuance of Community Tax Certificate	
5. Issuance of Application of Water Supply Connection	
6. Payment of Water Bills	
7. Payments of Market Stall Rental	

QUIWASA DIVISION

Type of Frontline Services:

Schedule of Availability of Service:

Who May Avail of the Service:

Water Supply Connection

Mondays-Fridays (8:00-5:00 PM)

Applicants for Water Supply Connection

How to avail of the Service:

Step	Activity of the Client	Division/Section Activity	Time Duration	Required Documents	Fees	Responsible Persons
1	Proceed directly to the QUIWASA Division and secure application form.	Provide/Issue application form to the client	5 mins.	ID, if the applicant is Senior Citizen (to avail 5% discount)		QUIWASA Supervisor
2	Proceed to Mun. Engineering Office for assessment and recommendation	Inspection & assessment the pipeline connection in the applicant residence.	30 mins.			Plumber Foreman/ skilled Plumbers
3	Proceed to the Mun. Treasurer's Office for payment	Issue Official Receipt	5 mins.		300.00 – 500.00	Revenue Collection Clerk
4	Submit the accomplished application form to the QUIWASA Supervisor	Initial orientation of the basic rules and policies including requirements of the QUIWASA relative to his/ her application Review the application and present it to the office of the LCE for recommendation of approval/signature.	1 hour			QUIWASA Supervisor
5	Received approved application	Segregate file copy Advice client to wait for the schedule connection	As schedule			QUIWASA Supervisor

Location of the Office: Ground Floor, Municipal Building

QUIWASA DIVISION

Type of Frontline Services:

Schedule of Availability of Service:

Who May Avail of the Service:

Location of the Office:

Customer Complaint Protocol

Mondays-Fridays (8:00-5:00 PM)

QUIWASA Consumers

Ground Floor, Municipal Building

How to Avail of the Service:

STEP	ACTIVITY OF THE CLIENT	DIVISION/SECTION ACTIVITY	TIME DURATION	REQUIRED DOCUMENTS	FEES	RESPONSIBLE PERSONS
1	<p>Proceed directly to the QUIWASA Division and report any damage of water connections.</p> <p>Secure complaint form stating the nature of complaint.</p>	<p>Acknowledgement of client complaint/ report of any damage in water connection.</p>	3 mins.	Complaint Form		QUIWASA Supervisor
		<p>Provision of work request form to assign plumbers who will perform the repair.</p>	3 mins.			QUIWASA Supervisor/Municipal Engineer
		<p>Inspect the degree of damaged to be repaired.</p>	30 mins.			Plumber Foreman/ skilled Plumbers
		<p>Do the repair and observe precautionary measures.</p>	Depends on the extent of damage			Plumber Foreman/ skilled Plumbers/augmented JO's Employees

QUIWASA DIVISION

Type of Frontline Services:

Schedule of Availability of Service:

Who May Avail of the Service:

Location of the Office:

Payment of Water Bill

Mondays-Fridays (8:00-5:00 PM)

QUIWASA Consumers

Ground Floor, Municipal Building

How to Avail of the Service:

STEP	ACTIVITY OF THE CLIENT	DIVISION/SECTION ACTIVITY	TIME DURATION	REQUIRED DOCUMENTS	FEEES	RESPONSIBLE PERSONS
1	Proceed directly to the Mun. Treasurer's Office and present the water bill.	Check for last payment of the client in the record of payment.	5 mins.	Water Bill	Billing Statement	Revenue Collection Clerk
2	Received Official Receipt					

Municipal Treasurer's Office

Type of Frontline Services:

Issuance of Application of Municipal Business Permit (New)

Schedule of Availability of Service:

Mondays-Fridays (8:00-5:00 PM)

Who May Avail of the Service:

Investors and Businessmen

Location of the Office:

Ground Floor, Municipal Building

How to Avail of the Service:

STEP	ACTIVITY OF THE CLIENT	DEPARTMENT/ SECTION ACTIVITY	TIME DURATION	REQUIRED DOCUMENTS	FEES	RESPONSIBLE PERSONS
1	Application Filling and Verification	BPLO – Information Section	5 minutes	DTI/SEC/CDA Registration and; Barangay Clearance	None	Nancy Obillo
2	Assessment of Taxes, Fees and Charges	BPLO – Information Section	5 minutes	Statement of Owner's Equity or Business Capitalization	Depending on the Gross Sales	Maria Valdemoro
3	Payment and Claiming of the Business Permit	MTO – Revenue Collection Section Office of the Local Chief Executive	5 minutes 15 minutes	Verified and approved Unified Application Form	Depending on the Assessment Charges None	Beatriz Omlang Atty. Rafael S. Asebias

Type of Frontline Services:

Issuance of Application of Municipal Business Permit (Renewal)

STEP	ACTIVITY OF THE CLIENT	DEPARTMENT/ SECTION ACTIVITY	TIME DURATION	REQUIRED DOCUMENTS	FEES	RESPONSIBLE PERSONS
1	Application Filling and Verification	BPLO – Information Section	5 minutes	Barangay Clearance	None	Nancy Obillo
2	Assessment of Taxes, Fees and Charges	BPLO – Information Section	5 minutes	Income Tax Return	Depending on the Gross Sales	Maria Valdemoro
3	Payment and Claiming of the Business Permit	MTO – Revenue Collection Section Office of the Local Chief Executive	5 minutes 15 minutes	Verified and approved Unified Application Form	Depending on the Assessment Charges None	Beatriz Omlang Atty. Rafael S. Asebias

Municipal Treasurer's Office**Type of Frontline Services:**

Schedule of Availability of Service:

Who May Avail of the Service:

Location of the Office:

Payment of Real Property Tax

Mondays-Fridays (8:00-5:00 PM)

Land Owners

Ground Floor, Municipal Building

How to Avail of the Service:

STEP	ACTIVITY OF THE CLIENT	DIVISION/SECTION ACTIVITY	TIME DURATION	REQUIRED DOCUMENTS	FEES	RESPONSIBLE PERSONS
1	Proceed directly to the Municipal Treasurer's Office	Check payment on the Real Property Tax Register	5 mins.	<ul style="list-style-type: none">• Previous Tax Receipt (OPTIONAL)• Tax Declaration	Depending on the Assessed Value	Maria A. Valdemoro Arsenio V. Lumagbas Beatriz A. Omlang Delio Margin Lea Macawile

Municipal Treasurer's Office**Type of Frontline Services:**

Schedule of Availability of Service:

Who May Avail of the Service:

Location of the Office:

Issuance of Community Tax Certificate

Mondays-Fridays (8:00-5:00 PM)

Paying Public

Ground Floor, Municipal Building

How to Avail of the Service:

STEP	ACTIVITY OF THE CLIENT	DEPARTMENT / SECTION ACTIVITY	TIME DURATION	REQUIRED DOCUMENTS	FEES	RESPONSIBLE PERSONS
1.	Proceed directly to the Municipal Treasurer's Office.	Computation of previous year gross income of taxpayer	2 mins.	Valid ID or previous Community Tax Certificate	*Php5.00 for Senior Citizen and Student *Php 1.00 for every Php1,000.00	Maria A. Valdemoro Arsenio V. Lumagbas Beatriz A. Omlang Delio Margin Lea Macawile Brigida Quinto Floriano Campo

Municipal Treasurer's Office

Type of Frontline Services:

Schedule of Availability of Service:

Who May Avail of the Service:

Location of the Office:

Issuance of Tax Clearance

Mondays-Fridays (8:00-5:00 PM)

Land Owners

Ground Floor, Municipal Building

How to Avail of the Service:

STEP	ACTIVITY OF THE CLIENT	DEPARTMENT / SECTION ACTIVITY	TIME DURATION	REQUIRED DOCUMENTS	FEES	RESPONSIBLE PERSONS
1.	Proceed directly to the Municipal Treasurer's Office.	Search for last payment of the client in the record of payment.	5 mins.	<ul style="list-style-type: none">•Latest Tax Declaration•Latest O.R. for RPT•O.R. for Tax Clearance	•Php50.00 as per Local Ordinance	Maria A. Valdemoro Arsenio V. Lumagbas Beatriz A. Omlang Delio Margin Lea Macawile

Municipal Treasurer's Office

Type of Frontline Services:

Schedule of Availability of Service:

Who May Avail of the Service:

Location of the Office:

Payments of Market Stall Rental

Mondays-Fridays (8:00-5:00 PM)

Stall Owners

Ground Floor, Municipal Building

How to Avail of the Service:

STEP	ACTIVITY OF THE CLIENT	DEPARTMENT / SECTION ACTIVITY	TIME DURATION	REQUIRED DOCUMENTS	FEES	RESPONSIBLE PERSONS
1.	Proceed directly to the Municipal Treasurer's Office.	Search for last payment of the client in the record of payment.	6 mins.	Previous O.R. Payment	Depends on the Stall Owner	Brigida Quinto Floriano Campo Delio Margin

OFFICE OF THE MUNICIPAL AGRICULTURAL SERVICES



**Municipal Agriculturist
Head of Office**

Service Pledge:

We in the **Office of the Municipal Agriculture** commit a prompt, effective and efficient delivery of our services particularly on the following:

What Services do we Offer	Who are our Clients
1. Issuance of Certificate of Crop Damage;	Farmers
2. Issuance of Transport Permit for Animals (Livestock/Poultry/Dog), Fishery Products and Plants; and	Farmers/Fisherfolks/Transporters/Butchers
3. Issuance of Slaughter Permit	Farmers/Butchers

Type of Frontline Services	: <u>Issuance of Crop Damage Certificate</u>
Schedule of Availability of Services	: <u>Monday-Friday</u>
Who may avail of the Service	: <u>Client/farmers with Damaged Crop</u>
Location of the Office	: <u>Ground Floor, Municipal Building</u>

HOW TO AVAIL OF THE SERVICE

Step	Activity of Client	Department/Division/ Section Activity	Duration	Required Document	Fees (Php)	Responsible Persons
1	Request for inspection of the farm	OMA inspects the farm with crop damage	2-4 hours	None		OMA Staff
2	Payment of Secretarial/Certification fee in the Municipal Treasurer's Office	Receive payment and issue official receipt	10 min.	-	50.00	Revenue Collector
3	Proceed to the OMA and present the receipt for the processing of the certificate	Prepare the certificate	30 min.	O.R. for the payment of certification fee	None	OMA Staff
4	Receive the client's copy of the certificate of crop damage	Retain and keep a file of the certificate	5 min.	Certificate file copy	None	OMA Staff

Type of Frontline Services	: <u>Issuance of Transport Permit for Livestock/ Poultry/ Fishery Products Planting Materials</u>
Schedule of Availability of Services	: <u>Monday-Friday</u>
Who may avail of the Service	: <u>Transporter/Client</u>
Location of the Office	: <u>Ground Floor, Municipal Building</u>

HOW TO AVAIL OF THE SERVICE

Step	Activity of Client	Department/Division/ Section Activity	Duration	Required Document	Fees (Php)	Responsible Persons
1	Request for inspection of the farm commodity for transport	OMA inspects the commodity for transport	30 min.	Certificate of Ownership (for livestock only)	None	OMA Staff
2	Payment of transport permit fee in the Municipal Treasurer's Office	Receive payment and issue official receipt	10 min.	-	Depends on the commodity to be transported	Revenue Collector
3	Proceed to the OMA and present the receipt for the processing of transport permit	Prepare transport permit	30 min.	Official Receipt for the payment of transport fee	None	OMA Staff
4	Receive the client's copy of the transport permit	Retain and keep a file of the transport permit	5 min.	Permit's file copy		OMA Staff

Type of Frontline Services : Issuance of Slaughter Permit
Schedule of Availability of Services : Monday-Friday
Who may avail of the Service : Transport/Client
Location of the Office : Ground Floor, Municipal Building

HOW TO AVAIL OF THE SERVICE

Step	Activity of Client	Department/Division/Section Activity	Duration	Required Document	Fees (Php)	Responsible Persons
1	Request for meat inspection	OMA Meat Inspector inspects livestock/s for butchers	1 hour	-	Depends on the type of livestock(s)	OMA Staff
2	Payment of slaughter permit fee in the Municipal Treasurer's Office	Receive payment and issue official receipt	10 min.	-	-	Revenue Collector
3	Proceed to the OMA and present the receipt for the processing of Slaughter Permit	Preparation of the slaughter Permit	30 min.	O.R. for the payment of Slaughter Permit fee	None	OMA Staff
4	Receive the client's copy of the Slaughter Permit	Retain and keep a file of the Slaughter Permit	5 min.	Permit's file copy	-	OMA Staff

MUNICIPAL ENGINEER'S OFFICE

SERVICE PLEDGE	
What Services do we Offer	Who are our Clients
4. Conduct Field Survey and Feasibility Study for the Proposed Projects.	Government Entity Government Entity
5. Prepare Plans and Specifications, Cost Estimate, Program of Works of the Proposed Project	Government Entity Applicants Public and Private
6. Project Management Supervision	Entity for Proposed Construction and
7. Issuance of Building Permits, Fencing Permits (Electrical Permits of Existing Buildings)	Installation Public and Private Entity
8. Issuance of Occupancy Permits	
9. Annual Inspection of Buildings and other Infrastructure	

Type of Frontline Services : **Conduct Field Survey and Feasibility Study for Proposed Project**

Schedule of Availability of Services : Monday-Friday

Who may avail of the Service : Government

Location of the Office : Engineer's Office, 2nd Floor, Municipal Building

HOW TO AVAIL OF THE SERVICE

Step	Activity of Client	Department/Division/ Section Activity	Duration	Required Document	Fees (Php)	Responsible Persons
1	1) Present the Budget/ Appropriated Amount	Engineer's Office	10 min.	Approved Budget / Appropriation		Municipal Engineer and Staff
	2) Proposed Project without Appropriation	Engineer's Office	10 min.	Agreements, Resolution and other Documents		Municipal Engineer and Staff
2	Help the Engineer	Engineer and Recipients Site Inspection	Depends upon	Agreements, Deed of Donation, Sale and other Documents		Municipal Engineer and Staff
3	Wait and follow up the Project Proposals	Engineer's Office Field Survey, Designing and Drafting	Depend upon			Municipal Engineer and Staff

Type of Frontline Services : **Prepare Plans and Specifications, Cost Estimate Program of Works of the**

Schedule of Availability of Services	: <u>Project</u> <u>Monday-Friday</u>
Who may avail of the Service	: <u>Government</u>
Location of the Office	: <u>Engineer's Office, 2nd Floor, Municipal Building</u>

HOW TO AVAIL OF THE SERVICES:

Step	Activity of Client	Department/Division/Section Activity	Duration	Required Document	Fees (Php)	Responsible Persons
1	Wait and follow up the Project Proposals	Engineer's Office 1) Plotting, Designing and Templating, Drafting 2) Estimating 3) Scheduling	Depends upon	Comply, Deed of Donation, Sale and other Documents		Municipal Engineer and Staff Municipal Engineer Municipal Engineer
2	Machine copying of plans and other documents if required	Engineer' Office or Outside Machine Copying	30 min.	Plans and Specification and other documents		Municipal Engineer
3	Wait	Engineer's Office sorting and Signature of Documents	10 min.	Plans and Specification, Cost Estimate		Municipal Engineer
4	Received the documents	Filing	5 min.	Plans and Specification, Cost Estimate		Municipal Engineer

Type of Frontline Services : Project Management and Supervision
Schedule of Availability of Services : Monday-Friday
Who may avail of the Service : Government
Location of the Office : Engineer's Office, 2nd Floor, Municipal Building

HOW TO AVAIL OF THE SERVICES

Step	Activity of Client	Department/Division/Section Activity	Duration	Required Document	Fees (Php)	Responsible Persons
1	1)At the project site for Layout and other activities of the project, 2) Inform other persons involve	Engineer's Office Client, Contractor 1) Inspection 2) Site Instructions 3) Other informations.	Depends upon	Plans and Specification and other documents		Municipal Engineer Client Contractor
2	1)Monitor the Project	Engineer' Office Client and Contractor 1) Punch listing 2)Final inspection	project duration 1 hr.	Plans and Specification Inspection report		Municipal Engineer Contractor and Client
3	1) Received the certificate of completion	1) Prepare certificate of completion	30 min.	1) As built drawing if Required 2)Final item of works Quantities 3)certificate of completion		
4	1)Received the certificate of Turn Over and Acceptance	Engineer's Office Contractor 1)Prepare Turn Over and Acceptance Certificates	30 min.	1)Certificate of Turn Over and Acceptance	none	Municipal Engineer Client and Contractor

Type of Frontline Services : Issuance of Building Permits, Fencing Permits (Electrical Permits of Existing Building)
Schedule of Availability of Services : Monday-Friday

Who may avail of the Service

: Government and Private

Location of the Office

: Engineer's Office, 2nd Floor, Municipal Building

HOW TO AVAIL OF THE SERVICES:

Step	Activity of Client	Department/Division/ Section Activity	Duration	Required Document	Fees (Php)	Responsible Persons
1	Government Entity; 1) Apply for Bldg. Permit/ Fencing Permits	Engineer's Office 1)Give the necessary application forms	2 min.	1) Application forms for Bldg. Permits	Exempted of fees	Local Bldg. Officials/ Municipal Engineer
	2) Fill up application forms sign and seal by Professionals who prepared the plans			2)Ancillary permits form 3)Plans and Specification 4)Cost Estimates 5)Program of Works		
	3) Submit the application forms.	1)Check and verified and File the documents	10 min.	6)Clearances		
	Private Entity; 1) Apply for Bldg. Permit/ Fencing Permits, Electrical Permit for existing Bldg.	Engineer's Office 1)Give the necessary application forms	2 min.	1)Application forms for Bldg. Permits 2)Ancillary permits form 3)Plans and Specification 4)Cost Estimates 5)Program of Works	As per assis- ment	
2) Fill up application forms sign and seal by Professionals who prepared the plans			6)Clearances			
3) Submit the application forms.	1)Check and verified and File the documents	10 min.				

Type of Frontline Services : Issuance of Occupancy Permits
Schedule of Availability of Services : Monday-Friday
Who may avail of the Service : Government and Private
Location of the Office : Engineer's Office, 2nd Floor, Municipal Building

HOW TO AVAIL OF THE SERVICES;

Step	Activity of Client	Department/Division/Section Activity	Duration	Required Document	Fees (Php)	Responsible Persons
1	Government Entity; 1) Require the Contractor the Certificate of Completion 2) Acceptance of the Project.	Mun. Engineer/ Local Bldg. Official Fire Marshall 1) Conduct Final inspection 2) Prepare certificate of Completion Turn Over and Acceptance	3 hrs.	Final inspection report	Exempted of fees	Municipal Engineer/ Local Bldg. Official
		Mun. Engineer/ Local Bldg. Official Fire Marshall 1) Conduct Final inspection 2) Prepare Certificate of Completion Turn Over and Acceptance	2hrs.	Certificate of Completion/ Turn Over/ Acceptance		
	Private Entity; 1) Require the Contractor the Certificate of Completion 2) Acceptance of the Project.	Mun. Engineer/ Local Bldg. Official Fire Marshall 1) Conduct Final inspection 2) Prepare Certificate of Completion Turn Over and Acceptance	3hrs.		As per assessment	Municipal Engineer/ Local Bldg. Official
		Mun. Engineer/ Local Bldg. Official Fire Marshall 1) Conduct Final inspection 2) Prepare Certificate of Completion Turn Over and Acceptance	2hrs.			
2	Government Entity; 1)Apply for Occupancy Permits	Mun. Engineer/ local Bldg. Official 1) Prepare Occupancy Permit 2) Post the Occupancy permits on the Project	30 min	Occupancy Permit		
	Private Entity; 1)Apply for Occupancy Permits	Mun. Engineer/ Local Bldg. Official 1) Prepare Occupancy Permit 2) Post the Occupancy permits on the Project	30 min.	Occupancy Permit	As per assessment of fees	Municipal Engineer/ Local Bldg. Official

Type of Frontline Services : Annual Inspection of Buildings and Other Infrastructure
Schedule of Availability of Services : Monday-Friday

Who may avail of the Service

: Government and Private

Location of the Office

: Engineer's Office, 2nd Floor, Municipal Building

Step	Activity of Client	Department/Division/ Section Activity	Duration	Required Document	Fees (Php)	Responsible Persons
1	Government Entity; 1)Received Notice for annual Inspection	Mun. Engineer/ Local Bldg. Officials 1)Send Notice for annual Inspection 2)Conduct Annual Inspection	1 day Depends upon	1)Notice for annual Inspection 2)Inspection Report	Exempted of fees	Mun. Engr. / Local Bldg. Official
	Private Entity; 1)Request for annual Inspection	Mun. Engineer/ Local Bldg. Officials 1)Receive Request for Inspection 2)Conduct Annual Inspection	5 min. Depends upon	1)Request for Inspection 2)Inspection Report	As per assessment of fees	Mun. Engr./ Local Bldg. Official Fire Marshall

MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR



MARITES P. SERVANO
Head of Office

Service Pledge:

The Municipal Planning and Development Office provide technical information such as Socio-economic Profile, Development Plan, Accomplishment Reports, Comprehensive Land use Plan, Ecological Solid Waste Management Plan and other vital documents to researchers who need it for specific/legal documents.

What Services do we Offer	Who are our Clients
a. Issuance of Zoning Certificate for Business Permit Requirement	Business Groups/Investors
b. Issuance of Locational Clearance	Applicants for Building Permit & Land Title
c. Provision of Technical Information/Research	Researchers
d. Request of Various Maps	Researchers/Other Clients

Type of Frontline Service : **Issuance of Zoning Certificate for Business Permit Requirement**

Schedule of Availability of Service: Monday to Friday

Who may avail of the Service : Business Groups/Investors

Location of the Office : Third Floor, Mun. Building

HOW TO AVAIL OF THE SERVICE:

STEP	ACTIVITY OF THE CLIENT	DEPARTMENT/DIVISION SECTION/ACTIVITY	DURATION	REQUIRED DOCUMENTS	FEES	RESPONSIBLE PERSON
1	Sign in Client Log book		3 minutes	Valid Identification Card		Officer of the Day
2	Submit/Present requirement	Review submitted requirements	10 minutes, depends on the volume of data needed	Brgy. Business Clearance		Vincent John B. Padriga Roddyza Jane B. Sabas
3	Pay required fees	Issue official receipt upon payment	3 minutes	Payment		Treasury office
4	Get Certifications	Give the certifications and record on the log book	3 minutes	Official Receipt		<u>Marites P. Servano</u> MPDC

- Amount Fee is Php150.00 only
- Turnaround time is 30 minutes

Type of Frontline Service : **Issuance of Locational Clearance**
Schedule of Availability of Service: Monday to Friday
Who may avail of the Service : Applicants for Building Permit & Land Title
Location of the Office : Third Floor, Mun. Building

HOW TO AVAIL OF THE SERVICE:

STEP	ACTIVITY OF THE CLIENT	DEPARTMENT/ DIVISION/SECTION/ ACTIVITY	DURATION	REQUIRED DOCUMENTS	FEES	RESPONSIBLE PERSON
1	Sign in Client Log book		3 minutes	Valid Identification Card		Officer of the Day
2	Submit/ Present Requirements	Collect Needed requirements	3 – 5 minutes	a. Duly accomplished and notarized application form b. Photocopy of Land Title/ Certified True Copy of latest tax Declaration c. Site Development Plan d. Bill of Materials/Project Cost Estimates e. Updated Real Property Tax Receipt of the lot f. Community Tax Certificate (CTC) g. Brgy. Business Clearance NOTE: In case the property is not yet registered in the name of the applicant, submit the following: ➤ Deed of sale/donation ➤ Contract of Lease ➤ Authorization to use the land ➤ Picture of Business Area		Vincent John B. Padriga Roddyza Jane B. Sabas
3	Fill up Application Form	Give application form to client	3 minutes			Vincent John B. Padriga <i>DMO II/Zoning Evaluator</i>
4	Assess Fees	Assessment	20 minutes	a. Application Form b. Sketch Plan of the Project c. Project Cost Estimates		Vincent John B. Padriga <i>DMO II/Zoning Evaluator</i>
5	Pay requires fees	Give Official Receipt upon payment	3 minutes	Order of the payment		Treasury Office
6	Site Inspection (if necessary)		1 day	Vicinity Map/Site Development Plan		Vincent John B. Padriga <i>DMO II/Zoning Evaluator</i>
7	Issue decision on the application	Approve the application plan	3 minutes			Marites P. Servano <i>MPDC</i>

- Amount Fee depends on land-use zone & Project Cost estimate
- Turnaround time is 15 working days

Type of Frontline Service : **Provision of Technical Information/Research**
Schedule of Availability of Service: Monday to Friday
Who may avail of the Service : Researchers

Location of the Office : Third Floor, Mun. Building

HOW TO AVAIL OF THE SERVICE:

STEP	ACTIVITY OF THE CLIENT	DEPARTMENT/DIVISION/SECTION/ACTIVITY	DURATION	REQUIRED DOCUMENTS	FEES	RESPONSIBLE PERSON
1	Sign in Client Log book		3 minutes	Valid Identification Card		Vincent John B. Padriga Roddyza Jane B. Sabas
2	Undergo interview if needed	Ask what is the purpose of the client	10 minutes, depends on the volume of data needed			Vincent John B. Padriga Roddyza Jane B. Sabas
3	Request Data	Give the available data needed by the client and record on the log book	5 minutes	Necessary documents		Vincent John B. Padriga Roddyza Jane B. Sabas

Type of Frontline Service : Request of Various Maps
Schedule of Availability of Service: Monday to Friday
Who may avail of the Service : Researchers/Other Clients
Location of the Office : Third Floor, Mun. Building

HOW TO AVAIL OF THE SERVICE:

STEP	ACTIVITY OF THE CLIENT	DEPARTMENT/DIVISION/SECTION/ACTIVITY	DURATION	REQUIRED DOCUMENTS	FEES	RESPONSIBLE PERSON
1	Sign in Client Log book		3 minutes	Valid Identification Card		Officer of the Day
2	Undergo interview if needed	Ask what is needed	3 minutes, depends on the volume of data needed	Needed documents, if necessary		Marites P. Servano Vincent John B. Padriga
3	Get Maps	Give the available maps needed and record on the log book	3 minutes			Marites P. Servano Vincent John B. Padriga

MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE



**MSWDO
Head of Office**

Service Pledge:

It is our commitment to serve our clientele with sincerity and compassion, value honesty and courtesy and deliver the best service for their interest and welfare.

SERVICES	CLIENTELE
1. Day Care Services	3-4 years old children
2. Assistance to Victim-Survivors of Abuse	Walk in and referred clients
3. Pre-marriage and Family Counseling	18 – 25 years old would be couple and couple/families
4. Parent Effectiveness Service	Parents and Guardians
5. Aid to Individuals in Crises Situation (AICS)	Individuals and Families hampered social functioning due to socio-economic crises
6. Certification of Indigency	Indigent Individuals
7. Disaster Relief	Disaster Survivors
8. Referral	Clients in crises situations and in need of other Social Protection Services

Type of Frontline Service:

DAY CARE SERVICE

Schedule of Availability of Service:

Monday – Friday (June-March)

Who May Avail of the Service:

3-4 years old Children

Location of the Office:

Ground Floor of the Mun. Building

Steps	Activity of the Client	Department/Division/Section Activity	Duration	Required Document/s	Fees	Responsible Person/s
1	Child accompanied by parent/guardian goes to Day Care Center	Let the child feel at ease and comfortable in the center	5-10 mins	Certificate of Livebirth or Baptismal Certificate	None	Day Care Worker
2	Attend Day Care Session	Conduct session proper	2-3 hours	Paper, pencil, crayon, eraser, sharpener	None	Day Care Worker
3	Prepare in going home	Program materials arranged, keep in order Prepare session plan	10 mins 1-2 hours		None	Day Care Worker
4	Goes home and return the following day				None	

Type of Frontline Service: *Assistance to Victim-Survivors*
Schedule of Availability of Service: Monday – Friday
Who May Avail of the Service: Walk-in and Referred Clients
Location of the Office: Ground Floor of the Mun. Building

Steps	Activity of the Client	Department/Division/Section Activity	Duration	Required Document/s	Fees	Responsible Person/s
1	Victim-survivor/s goes to the office	Coordinates with PNP for interview	5 mins	None	None	SWO III
2	Goes to PNP	Accompany victim/survivor to PNP	5 mins	None	None	SWO III
3		Conducts interview together with WCPD	2-3 hours	None	None	SWO III, WCPD
4	Submit for medical examination at RHU	Refer the victim/survivor to RHU. Accompany the victim/survivor to RHU	5 mins 5 mins	None	None	SWO III, WCPD
5		Prepare for immediate assistance to the victim-survivor	20-30 mins	None	None	SWO III
6	Goes home	Assist victim-survivor and parent/guardian how to go along with the situation and filing of case in court	30 mins	None	None	SWO III

Type of Frontline Service: *PRE-MARRIAGE and FAMILY COUNSELING*
Schedule of Availability of Service: Every Wednesday
Who May Avail of the Service: 18 – 25 years old would be couple and couple/
families
Location of the Office: Ground Floor of the Mun. Building

Steps	Activity of the Client	Department/Division/Section Activity	Duration	Required Document/s	Fees	Responsible Person/s
1	Goes to the office	Establish rapport with the client	10 mins		None	SWO III/PMC Team
2	Fill-up the form	Furnish application form Orient the said form	10 mins	Marriage License Form	None	SWO III/PMC Team
3	Participatory Counseling	Counseling Proper	4 hours		None	SWO III/PMC Team
4	Goes home after the session					

Type of Frontline Service: *PARENT EFFECTIVENESS SERVICE*
Schedule of Availability of Service: Monday - Friday
Who May Avail of the Service: Parents and Guardians
Location of the Office: Ground Floor of the Mun. Building

Steps	Activity of the Client	Department/Division/Section Activity	Duration	Required Document/s	Fees	Responsible Person/s
1	Goes to the office	Conduct planning	45 mins.	None	None	SWO III
2	Attend service as schedule	Conduct session proper	1 hr	None	None	SWO III
3	Goes home and apply knowledge gained					

Type of Frontline Service: *AID TO INDIVIDUALS IN CRISES SITUATION (AICS)*
Schedule of Availability of Service: Monday - Friday
Who May Avail of the Service: Individuals and Families hampered social functioning due to socio-economic crises
Location of the Office: Ground Floor of the Mun. Building

Steps	Activity of the Client	Department/Division/Section Activity	Duration	Required Document/s	Fees	Responsible Person/s
1	Goes to the office	Establish rapport with the client	5-10 mins	MEDICAL ASSISTANCE (Medical Certificate, Signed Doctor's Prescription with License Number, Hospital Bill, Brgy. Certificate of Indigency), EDUCATIONAL ASSISTANCE (School Assessment, Certificate of Enrollment, Brgy. Certificate of Indigency), BURIAL ASSISTANCE (Death Certificate, Brgy Certificate of Indigency).	None	SWO III
2	Submit for intake interview	Gather relevant data	20 mins		None	SWO III
3		Prepare documents for financial assistance	10 mins		None	SWO III
4	Report to the Mayor's Office for confirmation of assistance	Make recordings	10 mins		None	SWO III
5	Received assistance, need meet					

Type of Frontline Service: **CERTIFICATION OF INDIGENCY**
Schedule of Availability of Service: Monday - Friday
Who May Avail of the Service: Indigent Individuals
Location of the Office: Ground Floor of the Mun. Building

Steps	Activity of the Client	Department/Division/Section Activity	Duration	Required Document/s	Fees	Responsible Person/s
1	Goes to the office	Establish rapport with the client	5 mins		None	SWO III
2	Submit for intake interview	Gather relevant data	20 mins	Brgy. Certificate of Indigency	None	SWO III
3	Wait for the document	Prepare documents for certification	10 mins		None	SWO III
4	Received certification of indigency					

Type of Frontline Service: **DISASTER RELIEF**
Schedule of Availability of Service: After the Occurrence of the Disaster
Who May Avail of the Service: Disaster Survivors
Location of the Office: Ground Floor of the Mun. Building

Steps	Activity of the Client	Department/Division/Section Activity	Duration	Required Document/s	Fees	Responsible Person/s
1	Goes to the office	Establish rapport with the client	5-10 mins		None	SWO III
2	Submit for intake interview/Submit Number of families affected in the Brgy.	Gather relevant data Conduct assessment Prepare report for funding	20 mins 1 day	RDANA (Rapid Disaster and Needs Assessment from the Brgy)	None	SWO III SWO III
3	Follow-up assistance requested	Assistance extended	5 mins			SWO III
4	Goes home with the assistance availed					

Type of Frontline Service: *REFERRALS*
Schedule of Availability of Service: Monday - Friday
Who May Avail of the Service: Clients in crises situations and in need of other Social Protection Services
Location of the Office: Ground Floor of the Mun. Building

Steps	Activity of the Client	Department/Division/Section Activity	Duration	Required Document/s	Fees	Responsible Person/s
1	Report to the office	Establish rapport with the client	10 mins	MEDICAL ASSISTANCE (Medical Certificate, Signed Doctor's Prescription with License Number, Hospital Bill, Brgy. Certificate of Indigency),	None	SWO III
2	Submit for intake interview	Gather relevant data Make Social Case Study Report	1 hour 1 day		EDUCATIONAL ASSISTANCE (School Assessment, Certificate of Enrollment, Brgy. Certificate of Indigency),	None
3	Report to office as scheduled to retrieve the Social Case Study Report and Referral			BURIAL ASSISTANCE (Death Certificate, Brgy Certificate of Indigency).		

CITIZEN CHARTER

**HUMAN RESOURCE MANAGEMENT OFFICE
(HRMO)**



Human Resource Management Officer
Department Head

SERVICE PLEDGE:

We the officers and staff of the Human Resource Management Office (HRMO) commit ourselves to give efficient and effective discharge of the tasks and responsibilities entrusted to us. Respond to the needs and requests of our clients courteously and promptly, and uphold the rule law, policies and ordinances that are for implementation at our level.

FRONTLINE SERVICES:

- 1. Issuance of Service Record*
- 2. Issuance of Certification (Cert. of Employment, Leave Credits, etc.)*
- 3. Processing of Leave Applications*

Issuance of Service Record

Steps	Activity of Client	Activity of HRMO Office	Duration	Fees	Person Responsible
1	Proceed to HRMO	Entertain Client and encode/print Service Record	10 mins.	None	HRMO I/ Casual Clerk
2	Document Received by the client	Reviewed & Signed by Signing Authority	5 mins.	None	HRMO/Mayor
		Releasing of Document To client	1 min.	None	HRMO I/Casual Clerk

Issuance of Certification (Cert. of Employment, Cert. of Leave Credits)

Steps	Activity of Client	Activity of HRMO Office	Duration	Fees	Person Responsible
1	Proceed to HRMO Office	-Entertain Client and encode/print the Certification	10 mins.	None	Ma. Edissa A. Biscayno/ Casual Clerk
		-Review & Sign certification by signing official	3 mins.	None	Lorenzo B. Gahoy/Mayor
2	Document Received by the Client	-Releasing of Document	1 min.	None	HRMO I/HRMO

Processing of Leave Application

Steps	Activity of Client	Activity of HRMO Office	Duration	Fees	Person Responsible
1	Proceed to HRMO Office & Bring duly filled-up Leave Application Form	-Verify leave balance assess propriety of attachment if any, & process application	10 mins.	None	Ma. Edissa A. Biscayno/ Casual Clerk
		-Review & Sign Leave Application & forward to Mayor's Office for approval	5 mins.	None	HRMO/ Mayor
		-Record Leave Application processed	1 min.	None	HRMO I/Casual Clerk

OFFICES AND CONTACT PERSONS

Office of the Municipal Mayor Atty. Rafael S. Asebias |Municipal Mayor

Contact No. 09175778748

Email [_____]

Provides staff support to the Municipal officers and employees in the exercise of his over-all leadership in political, social and economic activities of the municipality.



Tanggapan ng Sangguniang Bayan Leo Jasper M. Candido | Vice Mayor

Contact No. 09283384453

Email:

Prepares and issues certified true copies of ordinances, resolutions, memoranda and notices of Sanggunian committee and public hearings, legislative service.



Tanggapan ng Kalihim ng Sanggunian Bayan

Engr. Anacleto C. Terencio | SB Secretary

Contact No. 09494502585

Email [sb@gov.ph]

Prepares and issues certified true copies of ordinances, resolutions, memoranda and notices of Sanggunian committee and public hearings, legislative service.



Municipal Planning and Development Office

Engr. Marites P. Servano |MGDH (Municipal Planning & Development Coordinator) I

Contact No.

Email us at []

Formulates integrated economic, social, physical and other development programs and projects for consideration and approval of the Municipal Mayor and the Sangguniang Bayan.



Municipal Civil Registrar Pionio A. Campo, Jr. | MGDH (Municipal Civil Registrar) I

Contact No. 09212513876

Email us at [pioniojr@yahoo.com]

Maintains and updates records of births, deaths, marriages and status of persons in the municipality; issues corresponding certifications.



General Services Department Crispin Baldicañas | GSO-Designate

Contact No. 09074194328

Email us at []

Act as custodian of all LGU properties and assets, procures supplies, materials and equipment for various offices; maintains cleanliness of public plazas, cemeteries and other public places; promotes cleanliness and beautification; provides manpower support during special activities of the municipal government.



Municipal Budget Office Eva Terencio-Quinto | MGDH (Municipal Budget Officer)

Contact No.09990443684

Email us at [. }

Presides over local government budget administration, including annual budget preparation of the Municipal government; reviews barangay budgets

Municipal Accounting Office Vanessa B. Magno | MGDH (Municipal Accountant)

Contact No. 09774631503 Email us at: vanessa_billote@yahoo.com



Performs accounting and internal audit services function of all revenues, receipts and disbursement of the municipal government and its 25 barangays, including the installation and maintenance of a local internal audit system.

Municipal Treasurer's Office Virginia C. Ramirez | MGDH (Municipal Treasurer)
Contact No.



Collects local and national taxes, including local as well as judiciary funds and its disbursement.

Municipal Assessor's Office Engr. Geraldo R. Abit | MGDH (Municipal Assessor)
Contact No.
Email us at []



Maintains a systematic and updated record of real properties; undertakes continuing revision of property assessment.

Rural Health Unit Jener S. Camposano, M.D. | MGDH (Municipal Health Officer)
Contact No. (
Email us at []



Provides medical, and nursing services; promotes environmental sanitation and enforcement and sanitation standards.

Municipal Social Welfare and Development Office
Marie Rose A. Gallego | Social Welfare and Development Officer-Designate
Contact No. 09499907429
Email us at marieroseazulgallego@yahoo.com



Promotes social development through livelihood creation; care, protection and rehabilitation of persons with disability; provision of assistance to disaster victims in times of calamities; and capability building of women, children and youth.

Municipal Agricultural Services Office
Engr. Jaime C. Abit | MGDH (Municipal Agriculturist)
Contact No. 09074194378
Email us at []



Prepares and implements an integrated agriculture development plan for the municipality; promotes appropriate agriculture technology to maximize utilization and production of agricultural areas.

Municipal Engineer's Office Engr. Jorge S. Asebias | MGDH (Mun. Engineer)
Contact No. 09158521115
Email us at []

Performs engineering and surveying functions, including construction, repair and maintenance of public infrastructure in the municipality and the barangay level.

Municipal Human Resource Management Office
Lorenzo B. Gahoy | MGDH (Human Resource Mgt. Officer III)
Contact No. 09989979594
Email us at lorenzo.gahoy@yahoo.com



Establishes a sound recruitment and personnel selection system within the Municipal government; assists and advises municipal officials in the development, formulation and execution of policies, rules, and regulations in all areas of personnel management in accordance with Civil Service Law and rules; provides inputs in the development and implementation of human resource training and development programs; maintains a complete and up-to-date personnel information system.

ORGANIZATIONAL CHART & STAFFING PATTERN
LGU-Quinapondan
As of June 1, 2018

