



LOCAL GOVERNMENT UNIT OF TIWI

CITIZEN'S CHARTER
2021

VISION

The municipality envisions to become a premier geothermal, ceramics, agro-fishery, industrial and eco-tourism zone, and pilgrimage destination in the Bicol Region, which possesses a healthy, self-reliant, learned and motivated citizenry, a diversified and competitive industries in a balanced ecology, a well-planned and maintained infrastructure, brought by an honest, responsive, competent and transparent governance guided by genuine love for God, country and the community.

MISSION

To lead Tiwinhons and other development stakeholders in the pursuit of the Vision through righteous, competent and God-inspired governance.

DEVELOPMENT GOALS

TIWI ASENSO!

Represents the acronym of the development directions of the municipality which is;

T – Tourism

- Tourism Master Planning
- Eco- Cultural mapping
- Coron Festival
- Tourism Infrastructure Development Program
- Heritage Sites Preservation and Protection (Sinimbahanan)
- Pasalubong Center
- Establishment of Tourism office
- Organization and capacity building for Local Tour guide

I – Industry, Livelihood, Enterprise, Manpower and Skills Development/Investment Promotion

- Business Permits and Licensing
- BMBEs and designation of BMBE focal person
- Negosyo Center
- Sustainable Livelihood, Enterprise and Skills Development program (ceramics, bamboo, etc.)
- PESO Programs
- Establishment of the Local Enterprise and Investment Promotion Office

- Creation of Municipal livelihood Development Council
- Business One Stop Shop (BOSS)
- Local Enterprise Development Program (slaughter, market, cemetery, etc.)
- Tiwi Community Training and Development Center (Tiwi COMTRADE Center)
- Community Based Training and Enterprise Development Program

W – Water, Transport, Housing and Energy Utilities

- Development of Municipal wide Water System
- Local shelter Planning
- Core Shelter Program
- Resettlement Areas
- Municipal Integrated Terminal
- Establishment of Water District/ Board/ Office
- Street Lighting and Electrification Program
- Electric Subsidy Program
- Development of Renewable Energy sources (Mini hydro and Solar)

I – Infrastructure Development

- Road Opening and Concreting, Drainage Construction and Bridges Rehabilitation/Construction Program
- Columbarium/ Memorial Park

A – Agriculture and Fisheries Development

- Staple Food Program
- High Value Commercial Crop Production Program
- Livestock Program
- Pest control Program
- Organic Farming and Fertilizer Production Program
- Integrated Community Food Production program
- Post-Harvest Facilities Program
- Irrigation Program
- Tiwi Upland Management Areas for Nature Based Agriculture (TUMANA) Program
- Coastal Resource Management Program
- Marine and Fishery Protected Areas
- Fishery Infrastructure Facilities Program
- Fishery Law Enforcement Program
- Tiwi Tuna Sustainable Program
- Tiwi ECOSTAR Program

S – Security, Peace, Order and Disaster Management

- Disaster Management Program
- Disaster Mitigation Infrastructure Program

- Peace and Order and Public Safety
- Fire Safety and Prevention Program
- Aksyon Tiwi: A Climate change Action Program

E – Education/ Environmental Protection and Pollution Control

- Scholarship Program
- Masteral Program for Teachers
- Support to K – 12 Program and Senior High School
- Special Education
- Alternative Learning System
- TCC Development Program
- Education Infrastructure Program
- Ecological Solid Waste Management Program
- Open Dump site Closure and Rehabilitation Program
- Sanitary Landfill Construction
- Urban Tree Planting Program
- Mangrove Rehabilitation Program
- Forest Rehabilitation and Stewardship Program

N – Nutrition and Health

- Voluntary Blood Donation Program
- Municipal Wide School Based Nutrition Program
- Municipal-wide Center Based Feeding Program for Day Care Children
- RHU Extension Office with Birthing Facility and Ambulance Service at Joroan
- Universal PhilHealth Coverage for Indigent community members
- Maternal New Born and Child Health and Nutrition Program
- Program on communicable Diseases
- Program on Integrated Non-Communicable Diseases

S – Sports and Cultural Development/ Social Services to Vulnerable Sectors

- Youth and Sports Development Program
- Program for IPs Cultural Preservation and Promotion
- Ancestral Domain Sustainable Development and Protection Plan Revisit
- Enabling Program for the Disadvantaged and Vulnerable sectors of the community
- Early Childhood Care and Development Program
- Physical, Mental, drug Rehabilitation Program
- Establishment of Gender and Development Office
- Gender Development Program
- Implementation of Centenarian law

O – Outstanding Governance

- Capacity building and Strengthening Program for Local Officials, Employees, Special Bodies and Organized Teams
- Enhanced Program to Improve Meritocracy and Excellence
- Legislative Tracking System
- Local Revenue and Business/ Real Property Tax Collection Revitalization Program
- General Revision of Real Property Tax
- Internal Control Program
- Establishment of the Internal Audit Services Office
- Tiwi Citizen Charter Program
- Full Disclosure Policy Program
- People Empowerment Program
- Multi-Sector Consultative Forum
- Barangay Officials Benefit Program
- Tiwi Annual Barangay Project Development Complementation Program



MUNICIPAL ACCOUNTING OFFICE

CITIZEN'S CHARTER 2021

MUNICIPAL ACCOUNTING OFFICE

2021

I. Mandate:

As mandated under Section 474 of the Republic Act No. 7160 otherwise known as the Local Government Code of 1991, the Accountant shall take charge of both the accounting and audit services of the Local Government Unit and shall:

1. Install and maintain audit system in the local government concerned;
2. Prepare and submit financial statement to the Mayor, as the case may be, and to Sanggunian concerned;
3. Review supporting documents before preparation of vouchers to determine completeness of requirements;
4. Prepare Statement of Cash Advances, Liquidation, Salaries, Allowances, Reimbursements and Remittances pertaining to the Local Government Unit;
5. Prepare Journal Entry Vouchers for liquidation of cash advances;
6. Maintain individual ledgers for officials and employees of the LGU pertaining to payroll and deductions;
7. Record and post in index card details of purchased PPEs including disposal thereof, if any;
8. Exercise such other powers and performs such other duties and functions as may be provided by law or ordinance.

II. Vision:

Accounting Department is mandated by law to provide timely and authentic financial information to our local legislators and other stakeholders to guide in their decision-making process for the benefit of the general welfare.

III. Mission:

To provide information and services to management, employees, barangays, other government & non-government offices and general public in the area of financial accounting services with professionalism, efficiency & excellence.

IV. Service Pledge:

We, the Officials & Employees of the Municipal Accountant's Office do hereby pledge to commit ourselves to perform our duties and responsibilities with outmost integrity, professionalism, competence and devotion to work. We commit to observe the principle of transparency and accountability. We prioritize public interest over personal motives for us to avoid the influence of graft and corruption, as a loyal government employee. We are aware and completely committed to excellence and to stand behind everything we do.

MUNICIPAL ACCOUNTANT'S OFFICE

I. EXTERNAL SERVICES – BARANGAY OPERATIONS

Office or Department:		Barangay Operations Division		
Classification:				
Type of Transaction:		Frontline Services		
Who may avail:		Barangay Officials		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Technical Assistance to Barangay Operation.	1.1 Consultation / Coaching/ Mentoring of Barangay Officials regarding flow of transaction and other Barangay Operations.	None	30 mins - 1 Hour	Belen Comboy <i>Barangay Affairs Staff</i> Jestoni C. Capa <i>Administrative Aide I</i> Municipal Accountant's Office
2. Monitoring of Barangay Collections and Deposits.	2.1 Verify AF514 issued by the Barangay Treasurer. 2.2 Prepare Journal Entry Voucher (JEV). 2.3 Posting to Journal of Barangay Transactions.	None	30 mins - 1 Hour 1 – 3 days 1 – 3 days	Belen Comboy <i>Barangay Affairs Staff</i> Jestoni C. Capa <i>Administrative Aide I</i>
3. Issuance of Barangay Certification	3.1 Preparation of Certificate of Underestimated Income as per request.	None	30 minutes as per request 30 minutes as per request	Belen Comboy <i>Barangay Affairs Staff</i> Jestoni C. Capa <i>Administrative Aide I</i> Municipal Accountant's Office /

4. Preparation of Statement of Remittances and other Financial Reports.	4.1 Receive paid Disbursement Vouchers from Barangay Treasurers	None	30 minutes	Belen Comboy <i>Barangay Affairs Staff</i>
	4.2 Verify and check completeness of supporting documents		30 minutes – 1 hour	Jestoni C. Capa <i>Administrative Aide I</i>
	4.3 Post transaction details in Journal of Barangay Transactions			Municipal Accountant's Office
	4.4 Prepare Financial Statements		1 – 20 days	
5. Submission to Commission on Audit, Financial Reports, Records, Documents.	5.1 Submit to Commission on Audit (COA) reports: Trial Balance, Bank Reconciliation Reports and transmittal of paid Disbursement Vouchers.	None	On or before the 20 th of ensuing month 1 – 20 days	Belen Comboy <i>Barangay Affairs Staff</i> Jestoni C. Capa <i>Administrative Aide I</i> Municipal Accountant's Office

II. INTERNAL SERVICES ACCOUNTING SERVICES / ACCOUNTABILITY

Office or Department:		Accounting Services/Accountability Division		
Classification				
Type of Transaction:		Frontline Services		
Who may avail:				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Recording and monitoring of Collections and deposits for all funds.	1.1 Checking, sorting, verification of the completeness of Official Receipts and Deposit Slips, & Report of Collections and Deposits for General Fund, Special Education Fund & Trust Fund from the Municipal Treasurer's Office.	None	1 – 3 days	Helen Grace C. Convencido <i>Administrative Aide IV</i> Marie-Rose G. Dacoco <i>Clerk</i> Regina C. Ciruelos <i>Administrative Officer V</i>

				Municipal Accountant's Office
2. Journalizing & Preparation of Cash Receipt Journal (CRJ) of Report of Daily Collection and Deposits for all funds	2.1 Preparation of Journal Entry Voucher (JEV) for Distributed Income of General Fund, with Report of Collection & Deposits of the Municipal Treasurer.	None	1 – 3 days	Regina C. Ciruelos <i>Administrative Officer V</i>
	2.2 Preparation/ summarizing of JEV into Cash Receipts Journal (CRJ) based on Report of Daily Collections & Deposits (Special Education Fund, General Fund & Trust Fund) from the Municipal Treasurer's Office, with Recapitulation.	None	1 – 3 days	Municipal Accountant's Office Regina C. Ciruelos <i>Administrative Officer V</i> Municipal Accountant's Office
3. Encoding of Journal Entry Vouchers (JEV) and Preparation of Cash / Check Disbursement Journal (CDJ) for paid transactions, for all funds	3.1 Paid Disbursement Vouchers/Payrolls (Special Education Fund/General Fund/Trust Fund) received from Municipal Treasurer's Office reviewed, detached and encoded, Journalized & summarized to Check Disbursement Journal and Cash Disbursement Journal.	None	30 Minutes	Elaine A. Consuelo <i>Assessment Clerk I</i>
	3.2 Check/Cash Disbursement Journal and Cash Disbursements Journal (General Fund/Special Education Fund/Trust Fund) prepared, summarized and recapitulated by designated Accounting Staff, and signed &	None		

	<p>certified by the Municipal Accountant.</p> <p>3.3 Paid Disbursement Vouchers/Payrolls, Report of Collection and Deposit/Official Receipts, Deposit Slips, Journal Entry Vouchers (JEV) and Liquidation Reports were sorted, binded and submitted to Commission on Audit</p>	None		<p>Anicia L. Clutario <i>Administrative Aide III</i></p> <p>Marie-Rose G. Dacoco <i>Clerk</i></p> <p>Regina C. Ciruelos <i>Administrative Officer V</i></p>
<p>4. Posting of transactions to General Subsidiary Ledgers and other records</p>	<p>4.1 Check/Cash Disbursement Journal (CDJ) and Cash Receipt Journal (CRJ) of Special Education Fund General Fund & Trust fund were posted to General Ledger.</p> <p>4.2 Disbursement Vouchers/Payrolls and Report of Collection and Deposits of General Fund/Special Education Fund/Trust Fund posted to Subsidiary/General Ledgers.</p>	None	1- 20 days	<p>Regina C. Ciruelos <i>Administrative Officer V</i></p> <p><i>Municipal Accountant</i></p>
<p>5. Monitoring Report on Cash Advance/ Preparation of report.</p>	<p>5.1 Monitoring Report on Cash Advance (for Special Education Fund/Trust Fund) prepared, reviewed, signed and submitted.</p>	None	7 – 10 Days	<p>Merla F. Cestina <i>Administrative Assistant III</i></p> <p><i>Municipal Accountant</i></p>
<p>6. Computation and Preparation of Schedule and Journal Entry Voucher for Depreciation of Property Plant & Equipment.</p>	<p>6.1 Yearly Depreciation Schedule of Property Plant and Equipment (of General Fund and Special Education Fund) computed and prepared.</p> <p>8.2 Journal Entry Voucher for Depreciation Expense (of General Fund and Special</p>	None	1 -2 days	<p>Regina C. Ciruelos <i>Administrative Officer V</i></p> <p><i>Municipal Accountant</i></p>

	Education Fund) computed, prepared and certified by the Municipal Accountant.			
7. Preparation/ Encoding/ Printing of summary of monthly remittances.	<p>7.1 Encoding of mandatory contributions to GSIS, PHIC and HDMF remittance system and loan re-payments.</p> <p>7.2 Online submission of mandatory deductions to concern agencies.</p> <p>7.3 Printing of Hard copy for submission.</p> <p>7.3 Preparation and review of summary of remittance.</p> <p>7.4 Disbursement Voucher prepared, signed and processed.</p>	None	<p>1 – 3 days</p> <p>1 – 3 days</p> <p>1 – 3 days</p> <p>1 – 3 days</p> <p>1 – 3 days</p>	<p>Merla F. Cestina <i>Administrative Assistant III</i></p> <p>Regina C. Ciruelos <i>Administrative Officer V</i></p>
8. Posting to Individual Subsidiary Ledgers/ Index of Payments for contributions/ premiums and loan re-payments.	8.1 Posting of premium/ contribution and loan re-payment to individual subsidiary ledgers of Plantilla-based, and casual personnel.	None	1 – 7 days	<p>Muriel M. Clutario <i>Administrative Aide III</i></p> <p>Helen Grace C. Convencido <i>Administrative Aide IV</i></p>
9. Issuance of GSIS Certificate, Loan Remittance and Net Take Home Pay.	<p>9.1 Certificate of Net Take Home Pay for loan applications for HDMF MPL & Calamity Loan of Permanent, Contractual and Job Order, prepared, reviewed and signed as per request.</p> <p>9.2 Prepared Life & Retirement Premium</p>	None	<p>1 – 2 days</p> <p>1 – 5 days</p>	<p>Muriel M. Clutario <i>Administrative Aide III</i></p> <p>Romulo C. Clariño <i>Municipal Accountant</i></p>

	Remittance Statement Certificate as per request. 9.3 PHIC remittance prepared reviewed and signed		1 – 7 days	Merla F. Cestina <i>Administrative Assistant III</i> Muriel M. Clutario <i>Administrative Aide III</i>
10. Issuance of Tax Certificate to creditors.	12.1 Certificate of tax withheld of Gov't Money Payments prepared, signed upon request.	None	15-30 minutes	Merla F. Cestina <i>Administrative Assistant III</i>

III. INTERNAL SERVICES – INTERNAL RESOURCES MANAGEMENT/FINANCIAL RESOURCE MANAGEMENT DIVISION

Office or Department:	Internal Resource Management/Financial Resource Management Division			
Classification				
Type of Transaction:	Frontline Services			
Who may avail:				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preparation of Financial Statements and other related records for submission to Commission on Audit (All Funds).	1.1 Monthly Trial Balance of Trust Fund, General Fund & SEF prepared, reviewed and signed for submission to Commission on Audit.	None	1 – 20 days	Regina C. Ciruelos <i>Administrative Officer V</i>
	1.2 Quarterly Financial Statement Reports of General Fund, Special Education Fund & Trust Fund, including Trial Balance, Statement of Financial Performance, Statement of Financial Position, Cash Flow Statement, Statement of Changes in Equity and Schedule of Receivables & Payables prepared, reviewed and signed.	None	Quarterly	<i>Municipal Accountant</i>

	<p>1.3 Annual Financial Reports for Special Education fund and General Fund including Trial Balance, Statement of Financial Performance, Statement of Financial Position, Cash Flow Statement, Statement of Changes in Net Assets/Equity, Notes to Financial Statements and Schedule of Receivables & Payables and Statement of Management Responsibility prepared, reviewed and signed.</p> <p>1.4 Consolidated Financial Statements, prepared, reviewed and signed. Submitted.</p>		Yearly on or before February 14 of the ensuing year.	<p>Regina C. Ciruelos <i>Administrative Officer V</i></p> <p><i>Municipal Accountant</i></p>
<p>2. Disbursement Vouchers/ Payroll Preparation - Availability of funds and completeness of documents certified.</p>	<p>2.1 Disbursement Vouchers/Payrolls from various offices assigned control numbers, ensure obligation, posted to different accounts and prepare Journal Entry Vouchers (JEV) and signed for All Funds.</p> <p>2.2 Prepare summary of remittance for loan deductions.</p> <p>2.3 Prepare Disbursement Voucher and Journal Entry Voucher for remittances to accredited banks for loan amortizations prepared</p> <p>2.4 Disbursement vouchers and OBR's for electric bills reviewed and prepared.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>1 – 3 days</p> <p>1 – 3 days</p> <p>1 – 3 days</p> <p>Monthly</p>	<p>Merla F. Cestina <i>Administrative Assistant III</i></p> <p>Regina C. Ciruelos <i>Administrative Officer V</i></p> <p><i>Municipal Accountant</i></p> <p>Merla F. Cestina <i>Administrative Assistant III</i></p> <p>Merla F. Cestina <i>Administrative Assistant III</i></p> <p>Merla F. Cestina <i>Administrative Assistant III</i></p>

IV. INTERNAL SERVICES – PRE-AUDIT SERVICES DIVISION

Office or Department:		Pre-Audit Services Division		
Classification				
Type of Transaction:		Frontline Services		
Who may avail:				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Reviewing/ checking the correctness and completeness of documents	1.1 Disbursement vouchers/ Payrolls for General Fund, Trust Fund & Special Education Fund and Trust Fund, reviewed, verified and check, pre-audited and acted upon receipt.	None	1 day for easy 2-3 days for technical	Merla F. Cestina <i>Administrative Assistant III</i> Regina C. Ciruelos <i>Administrative Officer V</i> <i>Municipal Accountant</i>
2. Posting of transactions to Index Card of Payments, Subsidiary Ledgers and other records.	2.1 Paid Disbursement Vouchers for utility bills posted to Subsidiary Ledgers.	None	1– 3 days	<i>Municipal Accountant</i>
	2.2 Withholding Tax deducted from employees posted to Individual Ledger Card.	None	1 – 3 days	Muriel M. Clutario <i>Administrative Aide III</i>
3. Preparation of Statement of Remittance and other Financial documents	3.1 Withholding taxes deducted from employees and from creditors encoded to Alpha Date Entry upon receipt.	None	1 – 20 days	Merla F. Cestina <i>Administrative Assistant III</i>
	3.2 Summary of remittance prepared and computed.	None		
	3.4 Encoded the taxes withheld from employees' compensation, and various creditors to remittance system of BIR.	None		
	3.5 Prepare Disbursement vouchers and Journal Entry Voucher for BIR remittances, signed and process for submission to	None		

	<p>accredited bank including tax debit memo.</p> <p>3.5 Submission online all the taxes withheld for the month to BIR portal</p> <p>3.6 Submission of Annual Taxes Withheld from employees and various creditors.</p>	None	<p>Every Jan 31st of the ensuing year (1604-C)</p> <p>Every March 1 of the ensuing year (1604-E)</p>	
4. Withholding Tax Adjustments and Issuance of Cert of Taxes Withheld.	<p>4.1 Prepare and computed salary adjustment for step increment, promotion, separation, salary increase and other related salary adjustments.</p> <p>4.2 Prepare and signed Cert of Taxes Withheld 2316 to employees.</p>		As requested	<p>Merla F. Cestina <i>Administrative Assistant III</i></p> <p><i>Municipal Accountant</i></p>
5. Monitoring of Cash Advances	<p>5.1 Cash Advances granted for travel granted to officials and employees monitored.</p> <p>5.2 Prepare monitoring report on Cash Advances of all funds, prepared, review, signed and submitted to COA.</p>	None	1-20 days	<p>Merla F. Cestina <i>Administrative Assistant III</i></p> <p><i>Municipal Accountant</i></p>
6. Payroll Preparation	<p>6.1 General Payroll for salaries of all offices/departments prepared, reviewed, printed and forwarded to concerned offices for signature as to availability of allotment, funds & certified services rendered.</p> <p>6.2 Statement of remittances deducted from</p>	None	1 – 5 days	Merla F. Cestina <i>Administrative Assistant III</i>

	<p>salary including loan amortization.</p> <p>6.3 General Payroll for PERA/RATA prepared and printed.</p> <p>6.4 Pay slips of employees prepared and printed.</p>	<p>None</p> <p>None</p>	<p>1 – 7 days</p>	<p>Muriel M. Clutario <i>Administrative Aide III</i></p>
<p>7. Uploading of Salaries and other benefits.</p>	<p>7.1 Prepared summary of salaries of employees and other benefits (FINDES), reviewed and signed for submission to Land Bank of the Philippines for uploading to individual bank accounts.</p>	<p>None</p>	<p>1-3 days</p>	<p>Merla F. Cestina <i>Administrative Assistant III</i> <i>Municipal Accountant</i></p>

FEEDBACKS/COMPLAINTS MAY BE FILED THRU:

Office	Address	Contact Information
Municipal Accountant's Office	2F Right Wing, Tiwi Municipal Hall, Tiwi, Albay	lgutiwiacctg@gmail.com



MUNICIPAL ASSESSOR'S OFFICE

CITIZEN'S CHARTER 2021

MUNICIPAL ASSESSOR'S OFFICE

2021

I. Vision:

To deliver quality and excellent service to our clients by providing real and accurate land data in the Municipality of Tiwi, Province of Albay.

II. Mission:

To enhance real property tax information system and conduct education and dissemination campaign for effective administration, planning and development.

MUNICIPAL ASSESSOR'S OFFICE

I. ISSUANCE OF CERTIFIED TRUE COPY OF TAX DECLARATION, CERTIFICATION OF TOTAL LAND HOLDINGS, NO IMPROVEMENT AND OTHER CERTIFICATIONS

SERVICE INFORMATION:

A certified true copy of certification of property holdings or non-improvement there on and other certifications may be obtained from the Municipal Assessor's Office.

Office or Department:	Evaluation/Records Management Division			
Classification	Frontline Services			
Type of Transaction:	G2C: Government to Client			
Who may avail:	Real property owners of the Municipality of Tiwi			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request 2. Payment of Certification Fees (Php100.00/Tax Declaration)			Municipal Treasurer's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR WALK-IN CLIENTS 1. Walk-in Client Request for the Service: Submit Letter Request or Duly Accomplished Form (for mailed request).	Provide client with the Request Assistance Form and endorse to Records Section	None	5 minutes per request	<i>Officer of the Day</i>
2. Client waits while the document is being verified.	Verify existence of document.	Certification Fee Php 100/ RPU	10 minutes per certification	<i>Records Management Division</i>

3. Client pays the Certification Fee at the Municipal Treasurer's Office and submits same to the OD	3.1 Prints the certification, signs, and forwards to the Record's Assessment Clerk for verification.	None	15 minutes per certification	<i>Evaluation Section</i>
	3.2 Verifies, signs, and forwards to the Municipal Assessor	None	15 minutes per certification	<i>Records Management Division</i>
	3.3 Approves the request	None	15 minutes per certification	<i>Municipal Assessor</i>
Total Service Time Per Lot			42 minutes	

II. VERIFYING HISTORY OF REAL PROPERTY COVERED BY TAX DECLARATION

SERVICE INFORMATION:

The service is requested to annotate or cancel involving loans or mortgage.

Office or Department:	Municipal Assessor's Office			
Classification	Frontline Services			
Type of Transaction:	G2C: Government to Client			
Who may avail:	Real property owners within the municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request for assistance form duly accomplished or letter request 2. Copy of the mortgage/release of mortgage 3. Annotation fee (Php. 100.00/Tax Declaration)			Municipal Treasurer's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client files with the OD the letter request or duly accomplished request for assistance form.	OD receives the request and inform the client about the requirements then forwards to records division.	None	3 minutes	OD
2. Submits the required documents and waits for the evaluation results of the request.	2.1. Evaluates the request and assigns the task to an Assessment Clerk.	Certification Fee Php100 RPU	5 minutes per request 1-2 hours	<i>Appraisal</i> <i>Records Section</i>

	2.2 Verifies and researched the history of the real property.	None		
3. Client pays the research Php 50.00 fee at MTO and submits the official receipt to the OD.	Assessment Clerk documents the history of the real property.	None	30 minutes per document per request	<i>Records Management Section</i>
4. Client received the history of the real property and signs the logbook.	Releases the history of the real property.	None	5 minutes history of real property	<i>Releasing Clerk</i>
Total Service Time per Lot:			2 hours and 45 minutes	

*May vary IR records are not available with MASSO-proceed to PASSO for further research.

*Time may vary depending on the documents filed.

III. SEGREGATION/CONSOLIDATION/SUBDIVISION OF REAL PROPERTY UNITS

Office or Department:	Municipal Assessor's Office	
Classification	Frontline Services	
Type of Transaction:	G2C: Government to Client	
Who may avail:	Real property owners within the municipality	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Official Request or Request form duly filled up		Municipal Treasurer's Office ROD, Bureau of Land
2. Photocopy of Certificate of Title		
3. Approved Subdivision/Consolidation		
Plan		
4. Tax Clearance (Lates)		Municipal Assessor's Office
5. Photocopy of Tax Declaration		
6. Processing Fee (Php100/Tax Declaration)		Municipal Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client files written request with the office of the day (OD).	1.1 Briefs the client on the service and endorses to record section.	None	5 minutes	<i>Officer of the Day</i>
	1.2 Evaluates the requested services.	None	10 minutes for the Evaluation of Request	<i>Appraisal Section</i>
2. Clients submits the required documents.	2.1. LAOO IV assigns the task to tax mapping record section.	None	2 minutes for RPU	<i>Records Section and Tax Mapping</i>
	2.2. The LAAO prepares, signs, and submit FAAS for approval.	None	30 minutes FAAS	<i>Municipal Assessor</i>
	2.3. Signs and approves FAAS.	None	5 minutes FAAS	<i>Tax Mapping Section</i>
	2.4. Assigning of PIN and recording the FAAS in the Tax Mapping Control Roll	None	30 minutes FAAS	<i>Evaluation Section</i>
	2.5 Encoding of FAAS and print outs	None	30 minutes FAAS	
	2.6. Review the update TD and submits to the Municipal Assessor	None	5 minutes per tax declaration	<i>Evaluation Section</i>
Total Service Time per Lot:			2 hours and 2 minutes / RPU	

*May vary depending on the size and number of lots to be subdivided.

IV. TRANSFER OF REAL PROPERTY OWNERSHIP

SERVICE INFORMATION:

A new tax declaration (TD) is issued to the new owner when there is a transfer of ownership of real property. This is done to update the records of the Municipal Government of Tiwi and for taxation purposes.

Office or Department:	Evaluation/Appraisal/Tax Mapping
Classification	Frontline Services

Type of Transaction:	G2C: Government to Client			
Who may avail:	Real property owners within the municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Official Request or Request form duly filled up 2. Photocopy or a Certified True Copy of the Deed of Conveyance, Transfer Certificate of Title (TCT) duly registered with the Registry of Deeds (2 copies) 3. Photocopy of Deed of Conveyance (i.e. Deed of Absolute Sale; Deed of Extra Judicial Settlement of Estate, Deed of Donation (2 copies) 4. Original owner's copy or Certified True Copy of Tax Declaration 5. Copy of Transfer Tax Clearance or Official Receipt issued by MTO (present year) 6. Photocopy of Official Receipt of Transfer Tax and Processing Fee (Php 100/Tax Declaration) (2 copies) 7. Photocopy of Certificate Authorizing Registration (2 copies) 8. Sworn statement of the market value 9. Processing Fee – Php 100 Certified Tax Declaration FOR UNTITLED PROPERTY: 1. Copy of Deed of Conveyance duly registered with the Registry of Deeds (2 copies) 2. Copy of Realty Tax Clearance or Official Receipt from MTO (2 copies) 3. Copy of Transfer Tax Receipt (2 copies) 4. Certificate Authorizing Registration (2 copies) 5. A sketch plan of the property preferably prepare by a Geodetic Engineer 6. Sworn statement of the market value of the property filed by the transferee 7. Processing Fee – Php 100 Certified Tax Declaration			Municipal Assessor's Office Registry of Deeds From parties involved (vendor/vendee/donor/etc) Municipal Assessor's Office Municipal Assessor's Office Municipal Assessor's Office BIR Legazpi Owner if with improvement MTO Registry of Deeds Municipal Assessor's Office Provincial Office BIR Legazpi Geodetic Engineer Owner if with improvement MTO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits duly filled-up Request Form together with the complete documents.	Checks completeness of documents and endorses to the Appraisal Division.	None	15 minutes per request	<i>Officer of the Day</i>
	1.1 Evaluates the documents	None	30 minutes per request	<i>Appraisal Section</i>
2. Clients submits required documents.	Checks completeness of documents and endorses to the Appraisal Division.	None	15 minutes per transaction	<i>Evaluation Section</i>
		None		

	2.1 The assigned person prepares, signs, and submits FAAS for approval.		2 hours per tax declaration	<i>Appraisal</i>
	2.2 Signs and approves FAAS.	None	25 minutes per tax declaration	<i>Municipal Assessor</i>
	2.3 Assigning of PIN and recording the FAAS in the Tax Mapping Control Roll	None	30 minutes per FAAS	<i>Tax Mapping</i>
	2.4 Encoding of FAAS and print outs	None	30 minutes per tax declaration	<i>Evaluation</i>
	2.5 Signing of TD	None	15 minutes per tax declaration	<i>Tax Mapping Records</i>

*Forwarding & recommending to PASSO all documents for evaluation and approval.

*Release of Tax Declaration "Owner's Copy".

V. SECURING ASSESSMENT OF BUILDING, MACHINERY AND OTHER STRUCTURES

SERVICE INFORMATION:

Newly constructed buildings and other structures and newly installed machineries have to be declared for taxation purposes by the owner. Consequently, declarations have to be issued.

Office or Department:	Evaluation/Appraisal/Tax Mapping			
Classification	Frontline Services			
Type of Transaction:	G2C: Government to Client			
Who may avail:	Real property owners within the municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Letter Request 2. Sworn Statement as to cost of newly installed machineries / building duly notarized 3. Copy of the approved building permit and/or certificate of completion or occupancy permit (for building structure), building permit, blueprint, inspection report			Municipal Engineering Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Request for the service: Informs OD regarding the request	1.1 Provides client request assistance form and checklist of requirements	None	5 minutes per request	<i>Officer of the Day</i>
2. Submits request for assistance from after filing it up together with the requirements	2.1 Conducts ocular inspection of the real property and prepares the inspection report.	None	5 hours	<i>Appraisal Section</i>
3. Clients waits while the FAAS and TD are being prepared.	3.1 Prepares the FAAS and submits the same to Municipal Assessor for Approval.	None	1 hour per tax declaration	<i>Tax Mapping Section; Records Section</i>
	3.2 Approval of FAAS	None	10 minutes per FAAS	<i>Municipal Assessor</i>
	3.3 FAAS will be referred to the tax mapping for assigning of PIN and recording in the TMCR.	None	30 mins per FAAS	<i>Tax Mapping</i>
	3.4 Encoding, printing of TD and Notice of Assessment	None	30 mins per tax declaration	<i>Evaluation</i>
	3.5 Signs the TD print outs	None	5 minutes per tax declaration	<i>Evaluation</i>
	3.6 Reviews, initials and submits the updated TD to the Municipal Assessor	None	4 minutes per tax declaration	
	3.7 Approves the FAAS and TD	None	4 minutes per tax declaration	<i>Municipal Assessor</i>
4. Client receives copy of the updated TD and Notice of Assessment/Signs in the logbook	4. 1 Releases the approved TD and Notice of Assessment	None	4 minutes per tax declaration	<i>Releasing Clerk</i>
Total Service Time per Lot:			4 hours and 32 mins	

Note: May vary depending upon the availability of transportation, distance, and size of the property.

VI. RE-ASSESSMENT, REVISION, CANCELLATION OF ASSESSMENT OF REAL PROPERTY

SERVICE INFORMATION:

The Assessment Records at the Municipal Assessors Office are being used as a basis for computing the annual realty property tax. Each property owners who would like to re-assess, revise or cancel the assessment of their real property may request for this service from this office.

Office or Department:	Assessment Record			
Classification	Frontline Services			
Type of Transaction:	G2C: Government to Client			
Who may avail:	Real property owners within the municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request 2. Real Property Tax Clearance 3. Inspection Report 4. Barangay Certification 5. Processing Fee (Php 100 per Tax Declaration)			Municipal Treasurer's Office Municipal Assessor Barangay Municipal Treasurer's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client files written request for the issuance of a Certification of No Improvement, Landholding, or Certified Copy with the OD.	Endorses the request to the Records Section.	Php 100	30 minutes	<i>Officer of the Day</i>
2. Client submits the required documents and wait for the property to be evaluated.	Tax mapper assign for evaluation.	None	5 minutes per request	<i>Tax Mapping Section</i>
3. If necessary, accompany the Municipal Assessor/Tax Mapper in inspecting the property to verify if there is a basis for the cancelation,	Tax mapper may conduct an inspection of the property and informs the client when to get assessment.	None	3 minutes	

revision, or correction of the assessment.				
4. Waits until the notice of cancellation, revision or correction of the assessment is approved by the Municipal Assessor.	4.1 Tax mapper prepares inspection report (if site inspection was conducted)	None	45 minutes	<i>Evaluation</i>
	4.2 The Tax Mapper prepares Notice of Cancellation, Revision or Correction	None	15 minutes	<i>Evaluation</i>
	4.3 Tax Mapping Division Chief records the transaction in the Tax Mapping Control Roll	None	10 minutes	<i>Tax Mapping</i>
	4.4 Reviews the Notice	None	3 minutes	
	4.5 Approves and signs the notice	None	5 minutes	
5. Receives the Notice of Cancellation, Revision or Correction and signs in the logbook.	The notice is recorded and released.	None	5 minutes	<i>Releasing Clerk</i>

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Clients fill-up the feedback form.
How feedbacks are processed	<ol style="list-style-type: none"> 1. Clients fills up and place feedback form inside a box allotted at the Front Desk; 2. At the end of the day, the Supervising Administrative Officer retrieves the forms and forwards to the municipality assessor for review and or action.
How to file a complaint	Complainant files a duly signed notarized writer complaint.
How complaints are processed	<ol style="list-style-type: none"> 1. The Municipal Assessor evaluates if is a valid reason to initiate. 2. The office will inform the client through writing as to the status of the investigation and action taken.

FEEDBACKS/COMPLAINTS MAY BE FILED THRU:

Office	Address	Contact Information
Municipal Assessor's Office	Tiwi Municipal Hall, Tiwi, Albay	assessorvera@gmail.com



MUNICIPAL BUDGET OFFICE

CITIZEN'S CHARTER **2021**

MUNICIPAL BUDGET OFFICE

2021

I. Mandate

The Municipal Budget Office, as provided for in Section 475 of the Local Government Code of 1991, is mandated to provide the delivery of basic services relative to local budget administration including budget processes and policies, directions and priorities governing effective fiscal discipline, proper allocation and mobilization of available resources and effective management of public expenditures.

II. Vision

To be a proactive development partner/advocate of the economic and financial management team of the Municipal Government in the effective allocation and management of public resources and expenditures towards achieving its pursuit for fiscal strength and good governance.

III. Mission

The Municipal Budget Office of Tiwi shall uphold policies and directives that ensure efficiency, effectiveness, transparency and accountability in public spending. Promote, implement and strengthen public expenditure management policies and directions that are sustainable and supportive to the vision, program thrusts and development goals of the Municipal Government.

IV. Service Pledge

We pledge and commit to judiciously allocate and manage the municipal fund and to serve our clients by being responsive to their needs with utmost courtesy and prompt service.

MUNICIPAL BUDGET OFFICE

Office or Department:	Municipal Operations Division			
Classification	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail	Government employees and others concerned			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Payroll, Voucher, Purchase Request, Obligation Request and other related supporting documents			Officer-in-charge with the documents	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Clients submission of payrolls, vouchers, Purchase Request (PR), etc. accompanied by Obligation Request (ObR) Form for funds availability	1. Receives and records all documents with corresponding Obligation Request (ObR)	None	5 mins./doc	<i>Job Order Municipal Budget Office</i>
	2. Numbers the ObR in numerical order	None	5 mins./doc	<i>Job Order Municipal Budget Office</i>
	3. Records the ObR number in the respective RAAO; forwards the document to Department Head for review and/or checking	None	10 mins./doc	<i>Job Order Municipal Budget Office</i>
	4. Reviews/Checks all supporting docs and that the account used is appropriate and consistent with PPSAS	None	15 mins./doc	<i>Municipal Budget Officer (MGDH I)</i>

	5. Certifies as to existence of appropriation and forwards the same to the staff-in-charge of outgoing documents	None	10 mins./doc	<i>Municipal Budget Officer (MGDH I)</i>
	6. Records outgoing documents in the logbook	None	5 mins./doc	<i>Job Order Municipal Budget Office</i>

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Answer the client feedback form and drop it at the designated drop box at the Public Assistance Complaint Desk located at the Municipal Hall lobby.
How feedbacks are processed	The person in charge open the drop box and evaluate each feedback, those feedback requiring answer are forwarded to concern offices.
How to file a complaint	Complaints may be filled in writing or in person to Mayor JAIME C. VILLANUEVA.
How complaints are processed	Upon evaluation and investigation, the LCE call the attention of both concern parties for consultation and appropriate action.

FEEDBACKS/COMPLAINTS MAY BE FILED THRU:

Office	Address	Contact Information
Municipal Budget Office	Ground floor, Right Wing, Municipal Building, Tiwi, Albay	Email: mbo.tiwi@gmail.com Cellphone No.: 0917-152-2020



**MUNICIPAL DISASTER AND RISK REDUCTION
MANAGEMENT OFFICE**

**CITIZEN'S CHARTER
2021**

MUNICIPAL DISASTER, RISK AND REDUCTION MANAGEMENT OFFICE

2021

I. Mandate:

The Municipal Disaster Risk Reduction and Management Office, as the lead implementing arm of the Municipal Disaster Risk Reduction and Management Council in the enforcement of the Republic Act 10121 otherwise known as the ***Philippine Disaster Risk Reduction and Management Act of 2010*** and the Republic Act 9729 otherwise known as the ***Climate Change Act of 2009***, is mandated to implement comprehensive disaster risk reduction and management program and local climate change adaptation measures through the development various strategies, systems and approaches on the areas of preparedness, prevention and mitigation, response, and rehabilitation and recovery to reduce exposure, vulnerabilities and risks of communities from existing hazards in the municipality.

II. Vision:

A safe, disaster resilient and climate change adaptive municipality with committed disaster stakeholders guided by an effective and efficient local governance providing economic security, social protection and an inclusive disaster management geared towards sustainable development.

III. Mission:

To build the capacities and resiliencies of the municipality to reduce risks, limit losses in lives, property and environment, manage the impact of hazards and ensure prompt rehabilitation and reconstruction to normalize the lives of the people after the onset of the disaster.

IV. Service Pledge:

We pledge and commit to professionalize the work force for efficient and effective design, program, coordination and implementation of various DRRM programs, projects and activities consistent with National DRRM Framework.

❖ DISASTER PREPAREDNESS SERVICES

I. REQUEST FOR TRAININGS, WORKSHOPS, DRILLS, IECS AND LECTURES

Office or Department	Municipal Disaster Risk Reduction and Management Office			
Classification	Simple Transaction			
Type of Transaction	G2G - Government to Government Institution G2P – Government to Private Institutions			
Who may avail	Schools, Government Offices, Barangay Officials, Private Institutions, Commercial Establishments			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> LCE Approved Letter Request 			<ul style="list-style-type: none"> Office of the Mayor 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prepares a Letter Request addressed to the Municipal Mayor stating therein the activity, schedule, venue and other details. The letter may be sent personally, through email at municipalityoftiwialbay@gmail.com , or through Messenger at Tiwi, Albay FB Page	The Office of the Mayor receives the Letter Request and affixes a stamp stating that the same have been acknowledged and received	None	2 minutes	<i>Shalie C. Coralde, Ria Clemeña / Jhoan Villanueva (Office of the Mayor)</i>
	The Municipal Mayor approves / disapproves the Letter Request	None	1 day (depending on the availability of the LCE)	<i>Jaime C. Villanueva (Office of the Mayor)</i>
	The approved Letter Request is forwarded to the MDRRMO	None	5 minutes	<i>Shalie C. Coralde, Ria Clemeña / Jhoan Villanueva (Office of the Mayor)</i>
	The MDRRMO receives the approved Letter Request	None	5 minutes	<i>(Records Staff)</i>
	The MDRRMO with the assistance of the Training and Administrative Staff	None	1 – 3 days	<i>Manuel D. Damo (MGDH I – MDRRMO)</i>

	prepares the necessary Training Designs or Activity Proposals			<i>Rogelio Cope – (Training Staff), Jossel Corral, Jr. (Admin Staff)</i>
	The MDRRMO Head acts on the request and schedules the activity depending on the availability of the requested date and personnel	None	1 day	<i>Manuel D. Damo – LDRRMO III (MGDH I – MDRRMO)</i>
	The MDRRMO conducts the activity	None	Depending on the number of days requested	<i>Manuel D. Damo (MGDH I – MDRRMO), Rogelio Cope – (Training Staff), Jossel Corral, Jr. (Admin Staff)</i>
TOTAL:		None	3 - 5 days and 12 minutes	

II. REQUEST FOR CERTIFICATIONS, DATA AND REPORTS

Office or Department	Municipal Disaster Risk Reduction and Management Office			
Classification	Simple Transaction			
Type of Transaction	G2G - Government to Government Institution G2P – Government to Private Institutions			
Who may avail	Schools, Government Offices and Agencies, Barangay Officials, Private Institutions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> LCE Approved Letter Request 			<ul style="list-style-type: none"> Office of the Mayor 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prepares a Letter Request addressed to the Municipal Mayor stating therein the certifications, data and reports requested. The letter may be sent personally, through email at municipalityoftiwialbay@gmail.com , or through Messenger at Tiwi, Albay FB Page	The Office of the Mayor receives the Letter Request and affixes a stamp stating that the same have been acknowledged and received	None	2 minutes	<i>Shalie C. Coralde, Ria Clemeña / Jhoan Villanueva (Office of the Mayor)</i>

	The Municipal Mayor approves / disapproves the Letter Request	None	1 day (depending on the availability of the LCE)	<i>Jaime C. Villanueva (Office of the Mayor)</i>
	The approved Letter Request is forwarded to the MDRRMO	None	5 minutes	<i>Shalie C. Coralde, Ria Clemeña / Jhoan Villanueva (Office of the Mayor)</i>
	The MDRRMO receives the approved Letter Request	None	5 minutes	<i>(Records Staff)</i>
Pays the required certification fees or the reproduction of the reports or documents	The MDRRMO prepares the necessary certifications, data or reports requested	As per Local Revenue Code	1 – 2 days	<i>Manuel D. Damo (MGDH I – MDRRMO), (Records Staff)</i>
Shows the Official Receipt and receives a copy of the certification, data and reports	The MDRRMO issues the certification, data or reports	None	5 minutes	<i>(Records Staff)</i>
TOTAL		None	2 hours and 17 minutes - 3 days and 17 minutes	

III. PROVISION OF TECHNICAL ASSISTANCE TO BARANGAY DRRM COMMITTEES

Office or Department	Municipal Disaster Risk Reduction and Management Office			
Classification	Simple Transaction			
Type of Transaction	G2G - Government to Government Institution			
Who may avail	Barangay Disaster Risk Reduction and Management Committees and Barangay Emergency and Disaster Operations Centers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> LCE Approved Letter Request 			<ul style="list-style-type: none"> Office of the Mayor 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Prepares a Letter Request addressed to the Municipal Mayor stating therein the nature of assistance requested. The letter may be sent personally, through email at municipalityoftiwialbay@gmail.com , or through Messenger at Tiwi, Albay FB Page	The Office of the Mayor receives the Letter Request and affixes a stamp stating that the same have been acknowledged and received	None	2 minutes	<i>Shalie C. Coralde, Ria Clemeña / Jhoan Villanueva (Office of the Mayor)</i>
	The Municipal Mayor approves / disapproves the Letter Request	None	1 day (depending on the availability of the LCE)	<i>Jaime C. Villanueva (Office of the Mayor)</i>
	The approved Letter Request is forwarded to the MDRRMO	None	5 minutes	<i>Shalie C. Coralde, Ria Clemeña / Jhoan Villanueva (Office of the Mayor)</i>
	The MDRRMO receives the approved Letter Request	None	5 minutes	<i>(Records Staff)</i>
	The MDRRMO Head acts on the request and proceeds to the concerned BDRRMCs / BEDOCs depending on the availability of the requested date and personnel	None	1 day	<i>Manuel D. Damo (MGDH I – MDRRMO)</i>
TOTAL		None	2 days and 12 minutes	

IV. REVIEW OF THE BARANGAY DRRMF INVESTMENT PROGRAM

Office or Department	Municipal Disaster Risk Reduction and Management Office
Classification	Simple Transaction
Type of Transaction	G2G - Government to Government Institution
Who may avail	Barangay Disaster Risk Reduction and Management Committees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Approved Barangay DRRM Investment Plan 	<ul style="list-style-type: none"> BDRRMC Barangay Council

<ul style="list-style-type: none"> Barangay Resolution Approving the Barangay DRRMF Investment Plan 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prepares and submit to the MDRRMO the approved Barangay DRRMF Investment Program to review	The MDRRMO receives the Approved Barangay DRRMF Investment Plan and the corresponding Barangay Resolution approving the same and affixes a stamp stating that the same have been acknowledged and received	None	2 minutes	<i>(Records Staff)</i>
	The Municipal Review Committee convenes to review the Barangay DRRMF Investment Plan	None	1 day	<i>Manuel D. Damo (MGDH I – MDRRMO), Engr. Edmund C. Dantes (MPDO) and Cristy G. Candolea (MSWDO)</i>
	The reviewed plans are returned to concerned BDRRMCs if needs revision and issued a Certificate of Review when found to be compliant with the requirements	None	15 minutes	<i>(Records Staff)</i>
Receives a copy of the Certificate of Review	The MDRRMO issues the Certificate of Review	None	5 minutes	<i>(Records Staff)</i>
	TOTAL	None	1 days and 22 minutes	

❖ DISASTER PREVENTION AND MITIGATION SERVICES

I. REQUEST FOR THE CONDUCT OF RISK ASSESSMENT AND ANALYSIS / UPDATING OF MULTI HAZARD MAPS

Office or Department	Municipal Disaster Risk Reduction and Management Office			
Classification	Complex Transaction			
Type of Transaction	G2G - Government to Government Institution G2P – Government to Private Institutions G2C – Government to Citizens			
Who may avail	Schools, Government Offices, Barangay Officials, Private Institutions, Commercial Establishments, Community Residents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> LCE Approved Letter Request 			<ul style="list-style-type: none"> Office of the Mayor 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prepares a Letter Request addressed to the Municipal Mayor stating therein the nature of assistance requested. The letter may be sent personally, through email at municipalityoftiwialbay@gmail.com , or through Messenger at Tiwi, Albay FB Page	The Office of the Mayor receives the Letter Request and affixes a stamp stating that the same have been acknowledged and received	None	2 minutes	<i>Shalie C. Coralde, Ria Clemeña / Jhoan Villanueva (Office of the Mayor)</i>
	The Municipal Mayor approves / disapproves the Letter Request	None	1 day (depending on the availability of the LCE)	<i>Jaime C. Villanueva (Office of the Mayor)</i>
	The approved Letter Request is forwarded to the MDRRMO	None	5 minutes	<i>Shalie C. Coralde, Ria Clemeña / Jhoan Villanueva (Office of the Mayor)</i>
	The MDRRMO receives the approved Letter Request	None	5 minutes	<i>(Records Staff)</i>
	The MDRRMO requests for the assistance of other offices or agencies should the area for	None	1day	<i>Manuel D. Damo (MGDH I – MDRRMO), Jose Edmar C. Rodriguez Jr. –</i>

	assessment and analysis or updating of multi-hazard maps expressly requires technical expertise			<i>LDRRMO I (Operations and Warning Staff)</i>
	The MDRRMO conducts Risk Assessment and Analysis / Updating of Multi-Hazard Maps with the assistance of staff from other offices or agencies	None	3 days	<i>Manuel D. Damo (MGDH I – MDRRMO), Jose Edmar C. Rodriguez Jr. – LDRRMO I (Operations and Warning Staff)</i>
	The MDRRMO prepares report on the duly Risk Assessment and Analysis and / or the Multi-Hazard Maps	None	7- 10 days	<i>Manuel D. Damo (MGDH I – MDRRMO), Jose Edmar C. Rodriguez Jr. – LDRRMO I (Operations and Warning Staff)</i>
Receives the report on the Risk Assessment and Analysis conducted	The MDRRMO provides copy of the report	None	5 minutes	<i>(Records Staff)</i>
	TOTAL	None	12 - 15 days and 17 minutes	

II. REQUEST FOR ASSISTANCE AND STANDBY EMERGENCY RESPONSE

Office or Department	Municipal Disaster Risk Reduction and Management Office			
Classification	Simple Transaction			
Type of Transaction	G2G - Government to Government Institution G2P – Government to Private Institutions			
Who may avail	Schools, Government Offices, Barangay Officials, Private Institutions, Commercial Establishments			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> LCE Approved Letter Request 			<ul style="list-style-type: none"> Office of the Mayor 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Prepares a Letter Request addressed to the Municipal Mayor stating therein the activity, schedule, venue and other details. The letter may be sent personally, through email at municipalityoftiwialbay@gmail.com , or through Messenger at Tiwi, Albay FB Page	The Office of the Mayor receives the Letter Request and affixes a stamp stating that the same have been acknowledged and received	None	2 minutes	<i>Shalie C. Coralde, Ria Clemeña / Jhoan Villanueva (Office of the Mayor)</i>
	The Municipal Mayor approves / disapproves the Letter Request	None	1 day (depending on the availability of the LCE)	<i>Jaime C. Villanueva (Office of the Mayor)</i>
	The approved Letter Request is forwarded to the MDRRMO	None	5 minutes	<i>Shalie C. Coralde, Ria Clemeña / Jhoan Villanueva (Office of the Mayor)</i>
	The MDRRMO receives the approved Letter Request	None	5 minutes	<i>Jeanette I. Betito – AAI Casual (Records Staff)</i>
	The MDRRMO Head acts on the request and schedules the provision of assistance depending on the availability of the requested date and personnel	None	15 minutes	<i>Manuel D. Damo (MGDH I – MDRRMO)</i>
	The MERIT prepares the necessary medical kits, equipment and vehicles for dispatch	None	5 minutes	<i>MERIT Team Leader and Members</i>
	The MERIT equipped with the necessary medical kits, supplies, equipment and vehicles (ambulance, rescue truck, water	None	10 - 15 minutes (depending on the location of the incident)	<i>MERIT Team Leader and Members</i>

	truck) proceed to the area.			
	The MERIT provides assistance to the requesting entity	None	8 hours	<i>MERIT Team Leader and Members</i>
	The MERIT replenishes the used supplies and clean-up / sanitizes the used vehicles	None	15 minutes	<i>MERIT Team Leader and Members</i>
	TOTAL	None	1 day 8 hours and 57 minutes – 1 day 9 hours and 2 minutes	

❖ DISASTER RESPONSE SERVICES

I. REQUEST FOR RESPONSE TO VEHICULAR ACCIDENTS, HEALTH EMERGENCIES AND FIRE

Office or Department	Municipal Disaster Risk Reduction and Management Office			
Classification	Simple Transaction			
Type of Transaction	G2C - Government to Citizens			
Who may avail	All Resident of the community requiring immediate response and assistance			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Call, Text or Radio Message 			<ul style="list-style-type: none"> Reputable Individual 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Makes a text, call or radio message stating the incident, number of involved persons / vehicles, the location, nature of incident	The MDRRMO receives the complete and verified information and instructs the MERIT on duty to prepare for response	None	2 minutes	<i>MERIT Team Leader and Members</i>
	The MERIT prepares the necessary medical kits, equipment and vehicles for dispatch	None	5 minutes	<i>MERIT Team Leader and Members</i>

	The MERIT equipped with the necessary medical kits, supplies, equipment and vehicles (ambulance, rescue truck, water truck) proceed to the area.	None	10 - 15 minutes (depending on the location of the incident)	<i>MERIT Team Leader and Members</i>
	The MERIT conducts rescue or retrieval operations. Whenever needed, the responding MERIT may call for the assistance of the standby responders	None	10 minutes – 1 hour (depending on the number of affected victims)	<i>MERIT Team Leader and Members</i>
	The MERIT brings the victims to the nearest hospital for treatment and returns to station	None	10 minutes – 1 hour (depending on the number of affected victims)	<i>MERIT Team Leader and Members</i>
	The MERIT prepares the report of the incident and submit the same to the Operations Chief and the MDRRMO	None	15 minutes	<i>MERIT Team Leader, Jose Edmar C. Rodriguez Jr. – LDRRMO I (Operations and Warning Staff), Manuel D. Damo (MGDH I – MDRRMO)</i>
	The MERIT replenishes the used supplies and clean-up / sanitizes the used vehicles	None	15 minutes	<i>MERIT Team Leader and Members</i>
	TOTAL	None	1 hour and 7 minutes – 2 hours and 52 minutes	

FEEDBACK AND CLIENT COMPLAINTS MECHANISM	
How to Send feedback	Answer the client feedback form and drop it at the designated drop box at the Public Assistance Complaint Desk located at the Municipal Hall lobby.
How Feedbacks are processed	The person in charge opens the drop box and evaluate each feedback, those feedback requiring answers are forwarded to the concerned offices.
How to file a complaint	Complaints may be filed in writing or sent personally to Mayor JAIME C. VILLANUEVA, through email at municipalityoftiwialbay@gmail.com , or through Messenger at Tiwi, Albay FB Page
How complaints are processed	Upon evaluation and investigation, the LCE calls the attention of the concerned parties for appropriate action
Contact Information of CCB, PCC, ARTA	

FEEDBACKS/COMPLAINTS MAY BE FILED THRU:

Office	Address	Contact Information
LGU – Tiwi (Municipal Disaster Risk Reduction and Management Office)	MDRRMO Building, Municipal Hall, Tiwi, Albay	<p>MANUEL D. DAMO <i>MGDH I (MDRRMO)</i></p> <p>Mobile: 09321975852 09177176323 maui.damz@yahoo.com maui.damz0817@gmail.com</p> <p>Emergency Hotline: 09178613176 Office E-Mail:</p>

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MUNICIPAL ENGINEERING OFFICE

CITIZEN'S CHARTER 2021

MUNICIPAL ENGINEERING OFFICE

2021

I. Mandate

The Municipal Engineering Office is responsible in the administration and implementation of infrastructure development and public works project of the Local Government Unit.

The Municipal Engineer is also mandated to act as the Local Building Official. As such, he shall be responsible in the enforcement of the provisions of the National Building Code of the Philippines (PD 1096) and its IRR, such as, but not limited to the administrative control and/ or supervision of all activities relating to the processing & issuance of Building Permits and Certificates of Occupancy covering the construction, addition, repair, renovation and/or demolition of buildings/structures within the locality.

II. Vision

The Municipal Engineering Office will be on an up-to-date and effective way of performing its task in providing Technical and Engineering services by highly competent and trusted employees to maintain the highest standard of public services.

III. Mission

The Municipal Engineering Office will serve and deliver its utmost capability and skills to LGU-Tiwi, with integrity and morality. It will provide fast, accurate and reliable information and Technical/ Engineering Services to all its clients.

IV. Service Pledge

We pledge and commit effective technical and engineering services to our clients, responsive to their needs with utmost courtesy and prompt service.

MUNICIPAL ENGINEERING OFFICE

I. BUILDING PERMIT APPLICATION

SERVICE INFORMATION:

A Building Permit is issued by the Building Official (BO) to an owner/applicant to proceed with the construction, installation, addition, alteration, renovation, conversion, repair, moving, demolition or other work activity of a specific project/building/structure or portions thereof after the accompanying principal plans, specifications and other pertinent documents with the duly notarized application are found satisfactory and substantially conforming with the National Building Code of the Philippines (the Code) and its Implementing Rules and Regulations (IRR).

Office or Department:	Municipal Engineering Office / Office of the Building Official
Classification	Highly Technical
Type of Transaction:	Government to Client (G2C), Government to Business Entity (G2B), Government to Government (G2G)
Who may avail	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Five (5) copies of duly accomplished Application Form for Building Permit and the necessary Ancillary Permit Form	Municipal Engineering Office
One (1) copy of Certificate of Zoning Compliance	Municipal Planning & Development Coordinator (MPDC)
One (1) copy of Locational Clearance	Housing and Land Use Regulatory Board (HLURB), Regional Office No. 5, Legazpi City
One (1) copy of Area Clearance from DPWH for Building/Structure along National Road	DPWH - 1st District Engineering Office, Airport Site, Legazpi City
Proof of lot/property ownership A. In case the applicant is the registered owner of the lot, one (1) certified true copy of latest Original Certificate of Title (OCT)/Transfer Certificate of Title (TCT), on file with the Registry of Deeds b. In case the applicant is not the registered owner of the lot, in addition to the certified true copy of latest OCT/TCT, any of the following: duly notarized copy of the Contract of Lease, Award Notice, Deed of Absolute Sale, Contract to Sell, Extra-Judicial Settlement or Authority from the registered owner	Registry of Deeds
Tax Declaration	Municipal Assessor's Office
Current Real Property Tax Receipt	Municipal Treasurer's Office
Certification from a duly licensed and registered Geodetic Engineer that the proposed construction, renovation, alteration, repair or addition shall be within the property of the owner/applicant and will not encroach any adjoining property (<i>incorporated in the first page of Architectural Design Plans</i>)	

Five (5) sets of Survey Plans, Design Plans/Drawings, Specifications and other documents prepared, signed and sealed over the printed name of the respective duly licensed and registered design professionals, and approved by the owner/applicant	
Three (3) sets of Structural Analysis and Design, signed and sealed over the printed name of the duly licensed and registered Civil/ Structural Engineer (Applicable for all buildings/structures except for one-storey and single detached building/structure with a total floor area of 20.00 sq. meters or less)	
Boring and Load Test (Applicable for buildings/structures of three (3) storeys and higher, lower building structures for areas with potential geological/geotechnical hazards, or if necessary, in accordance with the provisions of the National Structural Code of the Philippines-NSCP)	
Three (3) sets of Electrical Analysis and Design, signed and sealed over the printed name of the duly licensed and registered Professional Electrical Engineer	
Three (3) photocopies of latest PRC Identification Card and Professional Tax Receipt, signed (three specimen signatures) and sealed by the respective professionals	
Five (5) sets of duly notarized Bill of Materials/Cost Estimate of the building or structure to be erected, signed and sealed over the printed name by a duly licensed and registered Architect or Civil Engineer, and approved by the owner/applicant	
One (1) Construction Logbook, signed and sealed over the printed name of the duly licensed and registered Civil Engineer or Architect- In-Charge of construction, and signed by the owner/applicant	
Certificate of Approval of Construction Safety and Health Program (CSHP)	Department of Labor and Employment
Affidavit of Undertaking (for clearances from National Government Agencies which can be submitted 30 days or less after the issuance of the Building Permit per JMC No. 2018-01, applicable for Simple Structures only)	
Special Power of Attorney (for individuals) or Board Resolution/Secretary's Certificate (for corporations) for the authorized representative/signatory in behalf of the owner/applicant	
Other Zoning requirements, if necessary/applicable: a. Affidavit of Non-Objection b. Affidavit of Undertaking on Lot Occupancy c. Barangay Resolution/Endorsement d. Manifestation	

e. Simple Subdivision Approval/Copy of Approved Subdivision Plan f. Other pertinent documents based on the evaluation of the Application				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Application Form and Documentary Requirements	1.1 Receive Application Form and Documentary Requirements	None	15 minutes	<i>Engineering Staff</i>
	1.2 Review Application Form and Documentary Requirements	None	1 hour	<i>Engineering Staff</i>
	1.3 If non-compliant, issue Checklist of Deficiencies	None	15 minutes	<i>Engineering Staff</i>
2. Submit to the BFP the notification to evaluate the proposed project	2.1 Endorse to the BFP for evaluation of the proposed project	None	1 hour	<i>Eric Monico B. Bustillo – Building Official</i>
3. Submit Fire Safety Evaluation Clearance (FSEC) to the MEO	3.1 Receive FSEC for filing of the records	None	15 minutes	<i>Engineering Staff</i>
	3.2 Technical Review and Evaluation	None	3 days (for Simple Structures)	<i>Mabel P. Kallos – Engineering Assistant & Engineering Staff</i>
			15 days (for Complex Structures)	<i>Mabel P. Kallos – Engineering Assistant & Eric Monico B. Bustillo – Building Official</i>
3.3 If non-compliant, issue Notice of Deficiencies	None	30 minutes	<i>Engineering Staff</i>	

	3.4 Prepare Order of Payment	None	1 hour	<i>Eric Monico B. Bustillo – Building Official</i>
	3.5 Review & Approve Order of Payment	None	1 hour	
4. Receive the Order of Payment (through SMS and E-mail) and Pay the Fees and Charges at Municipal Treasurer's Office	4.1 Pay Fees and Charges	Based on Order of Payment	15 minutes	<i>Cashier (MTO)</i>
	4.2 Prepare Building Permits for Issuance	None	1 hour	<i>Engineering Staff</i>
	4.3 Approve Issuance of Building Permit	None	1 hour	<i>Eric Monico B. Bustillo – Building Official</i>
5. Receive the Building Permit	Release Building Permit	None	15 minutes	<i>Engineering Staff</i>

NOTE:

- The contents of all design plans/drawings, specifications and other documents prepared by the respective design professionals must be based from the requirements as prescribed by the provisions of Rule III, Section 302 (Application for Permits) of the Implementing Rules and Regulations of the National Building Code of the Philippines (PD 1096) and the latest Zoning Ordinance of the Municipality.
- Only COMPLETE and COMPLIANT applications will be accepted.
- “SIMPLE STRUCTURES,” under JMC 2018-01, are defined as structures with a maximum floor area of 1,500 sq. m., which covers the following types of structures: (a) Single dwelling residential of not more than three (3) storeys; (b) Commercial buildings of not more than two (2) storeys; (c) Renovation within a mall with issued Building Permit; and (d) Warehouse storing non-hazardous substance.

REQUIRED SIZE OF BUILDING PLANS

- A3 (297 mm x 420 mm) or Standard Size for RESIDENTIAL BUILDINGS
- Standard Size (20” x 30” or 30” x 40”) for COMMERCIAL AND OTHER BUILDING TYPES
- Plans must be drawn to scale of not less than 1:100 m showing readable/clear/complete labels, dimensions and specifications

II. FENCING PERMIT APPLICATION

SERVICE INFORMATION:

A Fencing Permit is required prior to construction, alteration, major repair, or renovation or conversion of any perimeter fence owned by government or private entities. The permit becomes null and void if work does not commence within 1 year from the date of such permit, or if the work is suspended or abandoned at any time after it has been commenced for a period of 120 Days.

Office or Department:	Municipal Engineering Office / Office of the Building Official
Classification	Highly Technical
Type of Transaction:	Government to Client (G2C), Government to Business Entity (G2B), Government to Government (G2G)
Who may avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Five (5) copies of duly accomplished Application Form for Fencing Permit	Municipal Engineering Office
One (1) copy of Certificate of Zoning Compliance	Municipal Planning & Development Coordinator (MPDC)
One (1) copy of Locational Clearance	Housing and Land Use Regulatory Board (HLURB), Regional Office No. 5, Legazpi City
One (1) copy of Area Clearance from DPWH for Building/Structure along National Road	DPWH - 1 st District Engineering Office, Airport Site, Legazpi City
Proof of lot/property ownership <ol style="list-style-type: none"> a. In case the applicant is the registered owner of the lot, one (1) certified true copy of latest Original Certificate of Title (OCT)/Transfer Certificate of Title (TCT), on file with the Registry of Deeds b. In case the applicant is not the registered owner of the lot, in addition to the certified true copy of latest OCT/TCT, any of the following: duly notarized copy of the Contract of Lease, Award Notice, Deed of Absolute Sale, Contract to Sell, Extra-Judicial Settlement or Authority from the registered owner 	Registry of Deeds
Certification from a duly licensed and registered Geodetic Engineer that the proposed construction of fence shall be within the property of the owner/applicant and will not encroach any adjoining property <i>(incorporated in the first page of Architectural Design Plans)</i>	
Five (5) sets of Survey Plans, Design Plans/Drawings, Specifications and other	

documents prepared, signed and sealed over the printed name of the respective duly licensed and registered design professionals, and approved by the owner/applicant				
Three (3) photocopies of latest PRC Identification Card and Professional Tax Receipt, signed (three specimen signatures) and sealed by the respective professionals				
Five (5) sets of duly notarized Bill of Materials/Cost Estimate of the fence to be erected, signed and sealed over the printed name by a duly licensed and registered Architect or Civil Engineer, and approved by the owner/applicant				
Special Power of Attorney (for individuals) or Board Resolution/Secretary's Certificate (for corporations) for the authorized representative/signatory in behalf of the owner/applicant				
Barangay Clearance		Office of the Punong Barangay Concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Application Form and Documentary Requirements	1.1 Receive Application Form and Documentary Requirements	None	15 minutes	<i>Engineering Staff</i>
	1.2 Review Application Form and Documentary Requirements	None	1 hour	<i>Engineering Staff</i>
	1.3 If non-compliant, issue Checklist of Deficiencies	None	15 minutes	<i>Engineering Staff</i>
	1.4 Technical Review and Evaluation	None	1 day	<i>Mabel P. Kallos – Engineering Assistant & Engineering Staff</i>
	1.5 If non-compliant, issue	None	30 minutes	<i>Mabel P. Kallos – Engineering Assistant & Eric</i>

	Notice of Deficiencies			<i>Monico B. Bustillo – Building Official</i>
	1.6 Prepare Order of Payment	None	1 hour	<i>Engineering Staff</i>
	1.7 Review & Approve Order of Payment	None	1 hour	<i>Eric Monico B. Bustillo – Building Official</i>
2. Receive the Order of Payment (through SMS and E-mail) and Pay the Fees and Charges at Municipal Treasurer's Office	2.1 Pay Fees and Charges	Based on Order of Payment	15 minutes	<i>Cashier (MTO)</i>
	2.2 Prepare Fencing Permit for Issuance	None	1 hour	<i>Engineering Staff</i>
	2.3 Approve Issuance of Fencing Permit	None	1 hour	<i>Eric Monico B. Bustillo – Building Official</i>
3. Receive the Fencing Permit	Release Fencing Permit	None	15 minutes	<i>Engineering Staff</i>

REQUIRED SIZE OF FENCING PLANS

- A3 (297 mm x 420 mm) or Standard Size or Standard Size (20" x 30" or 30" x 40")
- Plans must be drawn to scale of not less than 1:100 m showing readable/clear/complete labels, dimensions and specifications.

III. CERTIFICATE OF OCCUPANCY APPLICATION

SERVICE INFORMATION:

A Certificate of Occupancy issued by the Building Official (BO) to an owner/applicant before using a building/ structure. The purpose of obtaining the said permit is to confirm that the house or building is in a suitable living condition considering its compliance to the provisions of the code and to the submitted plans and specifications.

Office:	Municipal Engineering Office / Office of the Building Official
Classification:	Highly Technical
Type of Transaction:	Government to Client (G2C), Government to Business Entity (G2B), Government to Government (G2G)
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

Five (5) copies of duly accomplished Application Form for Certificate of Occupancy	Municipal Engineering Office
Five (5) copies of duly accomplished and notarized form for Certificate of Completion	Municipal Engineering Office
Five (5) sets of As-Built Plans showing the deviations made from the approved building plans, prepared, signed and sealed over the printed names of the duly licensed and registered professionals who signed the approved building plans	
Certification from the Geodetic Engineer that the construction, alteration, repair or addition did not encroach any adjoining property (<i>incorporated in the first page of As-Built Architectural Design Plans</i>)	
Three (3) photocopies of latest PRC Identification Card and Professional Tax Receipt, signed (three specimen signatures) and sealed by the respective design professionals	
Duly accomplished Construction Logbook with Certification from the duly licensed and registered Civil Engineer or Architect-In-Charge of construction	
Photographs of the completed structure showing front, sides and rear areas	
Fire Safety Compliance and Commissioning Report (FSCCR), if applicable (<i>as prescribed by the provisions of the Revised IRR of Fire Code of the Philippines</i>)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Application Form and Documentary Requirements	1.1 Receive Application Form and Documentary Requirements	None	15 minutes	<i>Engineering Staff</i>
	1.2 Review Application Form and Documentary Requirements	None	1 hour	<i>Engineering Staff</i>
	1.3 If non-compliant, issue Checklist of Deficiencies	None	15 minutes	<i>Engineering Staff</i>
2. Submit to the BFP the notification to conduct final inspection	2.1 Endorse to the BFP to conduct final inspection for the issuance of Fire Safety Inspection Certificate (FSIC)	None	1 hour	<i>Eric Monico B. Bustillo – Building Official</i>
3. Submit Fire Safety Inspection Certificate (FSIC) to the MEO	3.1 Receive FSIC for filing of the records	None	15 minutes	<i>Engineering Staff</i>
	3.2 Site Inspection	None	1 day	<i>Engineering Staff</i>
	3.3 Technical Review and Evaluation	None	2 days (for Simple Structures)	<i>Mabel P. Kallos – Engineering Assistant & Engineering Staff</i>
	3.4 If non-compliant, issue Notice of Deficiencies	None	15 days (for Complex Structures)	<i>Mabel P. Kallos – Engineering Assistant & Eric Monico B. Bustillo – Building Official</i>
			30 minutes	<i>Engineering Staff</i>

	3.5 Prepare Order of Payment	None	1 hour	<i>Eric Monico B. Bustillo – Building Official</i>
	3.6 Review & Approve Order of Payment	None	1 hour	
4. Receive the Order of Payment (through SMS and E-mail) and Pay the Fees and Charges at Municipal Treasurer's Office	4.1 Pay Fees and Charges	Based on Order of Payment	15 minutes	<i>Cashier (MTO)</i>
	4.2 Prepare Occupancy Permit for Issuance	None	1 hour	<i>Engineering Staff</i>
	4.3 Approve Issuance of Certificate of Occupancy	None	1 hour	<i>Eric Monico B. Bustillo – Building Official</i>
5. Receive the Certificate of Occupancy	Release Certificate of Occupancy	None	15 minutes	<i>Engineering Staff</i>

NOTE:

- The contents of all design plans/drawings, specifications and other documents prepared by the respective design professionals must be based from the requirements as prescribed by the provisions of Rule III, Section 302 (Application for Permits) of the Implementing Rules and Regulations of the National Building Code of the Philippines (PD 1096) and the latest Zoning Ordinance of the Municipality
- Only COMPLETE and COMPLIANT applications will be accepted
- "SIMPLE STRUCTURES," under JMC 2018-01, are defined as structures with a maximum floor area of 1,500 sq. m., which covers the following types of structures: (a) Single dwelling residential of not more than three (3) storeys; (b) Commercial buildings of not more than two (2) storeys; (c) Renovation within a mall with issued Building Permit; and (d) Warehouse storing non-hazardous substance.

REQUIRED SIZE OF BUILDING PLANS

- A3 (297 mm x 420 mm) or Standard Size for RESIDENTIAL BUILDINGS
- Standard Size (20" x 30" or 30" x 40") for COMMERCIAL AND OTHER BUILDING TYPES
- Plans must be drawn to scale of not less than 1:100 m showing readable/clear/complete labels, dimensions and specifications

	Documentary Requirements			<i>Engineering Staff</i>
	1.2 Review Application Form and Documentary Requirements & Technical Review	None	1 day	<i>Mabel P. Kallos – Engineering Assistant & Engineering Staff</i>
	1.3 If non-compliant, issue Checklist of Deficiencies	None	15 minutes	<i>Mabel P. Kallos – Engineering Assistant & Engineering Staff</i>
	1.4 Site Inspection	None	1 day	<i>Engineering Staff</i>
	1.5 If non-compliant, issue Notice of Deficiencies/ Notice of Denial	None	1 hour	<i>Mabel P. Kallos – Engineering Assistant & Eric Monico B. Bustillo – Building Official</i>
	1.6 If compliant, prepare Order of Payment	None	1 hour	<i>Mabel P. Kallos – Engineering Assistant & Engineering Staff</i>
2. Receive the Order of Payment	Release Order of Payment	None	15 minutes	<i>Engineering Staff</i>
3. Pay the Fees and Charges at Municipal Treasurer’s Office	3.1 Pay Fees and Charges	Based on Order of Payment	15 minutes	<i>Cashier (MTO)</i>
	3.2 Prepare Permit for Issuance	None	1 hour	<i>Mabel P. Kallos – Engineering Assistant & Engineering Staff</i>
		None	1 hour	<i>Eric Monico B. Bustillo – Building Official</i>

	3.3 Approve Issuance of Permit			
4. Receive the Temporary/ Permanent Wiring Permit and Certificate of Electrical Inspection (CEI)/Certificate of Final Electrical Inspection Application (CFEI)	Release Temporary/ Permanent Wiring Permit and Certificate of Electrical Inspection (CEI)/Certificate of Final Electrical Inspection Application (CFEI)	None	15 minutes	<i>Mabel P. Kallos – Engineering Assistant & Engineering Staff</i>

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Answer the client feedback form and drop it at the designated drop box at the Public Assistance Complaint Desk located at the Municipal Hall lobby.
How feedbacks are processed	The person in charge open the drop box and evaluate each feedback, those feedback requiring answer are forwarded to concern offices.
How to file a complaint	Complaints may be filled in writing or in person to Mayor JAIME C. VILLANUEVA.
How complaints are processed	Upon evaluation and investigation, the LCE call the attention of both concern parties for consultation and appropriate action.

FEEDBACKS/COMPLAINTS MAY BE FILED THRU:

Office	Address	Contact Information
Municipal Engineering Office	Second Floor, Municipal Building, Tiwi, Albay	Email: meotiwi@gmail.com



MUNICIPAL LOCAL CIVIL REGISTRY OFFICE

CITIZEN'S CHARTER 2021

MUNICIPAL LOCAL CIVIL REGISTRY OFFICE

2021

I. Mandate:

Develop plans and strategies for the efficient and effective implementation of the civil registration programs and projects in the locality. Keep and preserve the birth, marriage and death certificates of a Filipino citizen. These certificates are the bases for establishing the legal status of each and every Filipino.

II. Vision:

The Local Civil Registry Office is aimed to establish a systematic municipal-wide Civil Registration Program, creating a community based information system and indicators to local statistics as input to community and barangay development programs.

III. Mission:

The Local Civil Registry Office is committed to register vital events effecting the civil status of a person through effective, efficient and dedicated public service, fully responsive to the needs of the locality and all its stakeholders.

IV. Service Pledge:

We pledge and commit to serve our clients with utmost efficiency courtesy and promptness.

MUNICIPAL LOCAL CIVIL REGISTRY OFFICE

Office or Division:	Local Civil Registry Office			
Classification:				
Type of Transaction:	Frontline Services			
Who may avail:	Clients/Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TYPE OF FRONTLINE SERVICE	FORMS	FEES TO BE PAID	PROCESSING TIME (Under Circumstances Per Transaction) (Does not include waiting Time)	Person Responsible
<p>Registration of BIRTH</p> <p>I. TIMELY Registration</p> <p style="margin-left: 20px;">A. Married</p> <p style="margin-left: 20px;">B. Not Married</p> <p style="margin-left: 20px;">1. With Admission of Paternity</p> <p style="margin-left: 20px;">2. With AUSF (Affidavit to Use the Surname of Father)</p> <p>II. DELAYED Registration</p> <p style="margin-left: 20px;">1. Married</p> <p style="margin-left: 20px;">2. Not Married</p> <p style="margin-left: 20px;">A. With Admission of paternity</p> <p style="margin-left: 20px;">B. With AUSF (Affidavit to Use the Surname of Father)</p> <p>III. Out of Town Registration (Rule 20)</p>	<p>I. Requirements for Timely Registration</p> <p style="margin-left: 20px;">1.1 Duly Accomplished Birth Certificate</p> <p style="margin-left: 20px;">1.2 Marriage Contract of Parents</p> <p style="margin-left: 20px;">1.3 Information sheet</p> <p style="margin-left: 20px;">2.1 Duly Accomplished Birth Certificate</p> <p style="margin-left: 20px;">2.2 AUSF (Affidavit to Use the Surname of the Father)</p> <p style="margin-left: 20px;">2.3 Information Sheet and any valid I.D.</p> <p>II. Requirement for Delayed/Out of Town Registration of Birth Certificate, Rule 20, Administrative Order No. 1, S,1993</p> <p style="margin-left: 20px;">1. Birth Certificates (4 copies)</p> <p style="margin-left: 20px;">2. Certification from PSA (Negative Result)</p> <p style="margin-left: 20px;">3. Affidavit of Delayed Registration of Birth (back of MF 102)</p> <p style="margin-left: 20px;">4. Notarized Affidavit of Disinterested Witnesses</p> <p style="margin-left: 20px;">5. Notarized/ Sworn Affidavit of Out-of-town Delayed Registration</p>	<p><u>P50.00</u> (Service fee for timely and legitimate birth)</p> <p><u>P150.00</u> (Service fee for timely but illegitimate birth and legitimate birth but delayed reporting)</p> <p><u>P300.00</u> (Service fee for illegitimate birth and delayed reporting)</p> <p><u>P150.00</u> (Service fee for processing of</p>	<p>1. 20 minutes/ filled up documents</p> <p>2. 30 minutes/ unfilled up documents</p> <p>To be released after compliance of ten (10) days' notice of posting</p>	<p><i>Mario V. Consuelo / Florencia A. Conde/ Gina C. Carlet/ Raquel B. Cariño</i></p>

<p>IV. LEGITIMATION</p>	<p>6. Affidavit of Acknowledgement/ Admission of Paternity (if parents are not married)</p> <p>7. Marriage Contract of Parents (if married)</p> <p>8. Affidavit of Guardianship/ Authorization Letter (if applicable)</p> <p>9. Any 2 of the following:</p> <ul style="list-style-type: none">a. Baptismal Certificateb. School record Form 137(Elementary Or High school) - Voter's Affidavit / - Income Tax Returnsc. Medical Record/Patient's Record Informationd. Pag-ibig Beneficiary Nomination Forme. Phil health Membership Data Profilef. Service Record/Voter's Listg. SSS E-4 or Remittance Statement or Employee Membership Static Informationh. Insurance Policy/Voter's Certificationi. Marriage Certificate of the Registrantj. I.D. or Residence Certificate of registrant or informant with date & place of birthk. Sworn Statement of the mother/registrant (for unknown whereabouts of the mother/ or abandoned children)l. Barangay Certification as to residence of parents of the registrant <p>III. Requirement for Legitimation of Birth</p> <p>-Original and 3 Xerox copies of the following:</p>	<p>Endorsement to PSA)</p> <p><u>P150.00</u> (Service fee for Out of Town delayed registration)</p> <p><u>P100.00</u> (Registration fee for all</p>	<p>30 filled up documents / 1 Hour unfilled documents</p>	<p>MCR Lea C. Costo</p>
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<p>V. AUSF (RA 9255)</p>	<p>1. Birth Certificate (LCRO and PSA copy) 2. Marriage Contract of Parents 3. Marriage Advisory of both mother & father (issued by PSA) 4. Valid ID card or Cedula of both mother & father 5. Death certificate of either parents (if applicable)</p> <p>IV. Requirement for Acknowledgment of Birth (RA 9255) -Original and 3 Xerox copies of the following:</p> <ol style="list-style-type: none"> 1. Birth Certificate (LCRO and PSA copy) 2. Duly accomplished Affidavit of Acknowledgement (for births occurring before August 3, 1988) 3. Duly accomplished Affidavit of Admission of Paternity (for births occurring on or after August 3, 1988) 4. Duly accomplished AUSF (for births occurring during the effectivity of RA 9255 from March 19, 2004 to present per revised IRR, executed by the child if at least 7 years old or executed by the mother or guardian, if below 7 years old) 5. Duly notarized Affidavit of Guardianship (if affiant in AUSF/ Sworn Attestation is not the mother) 6. Duly accomplished Sworn Attestation of Mother/ Guardian (if the child-affiant is below 18) 7. Valid ID card or Cedula of affiants 	<p>registrable Affidavits)</p> <p><u>P150.00</u> (Service fee for processing of Endorsement to PSA)</p> <p><u>P100.00</u> (Registration fee for all registrable Affidavits)</p> <p><u>P150.00</u> (Service fee for processing of Endorsement to PSA)</p>		<p><i>MCR Lea C. Costo</i></p>
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	<ol style="list-style-type: none"> 8. Death certificate of either parents (if applicable) 9. Sworn Statement of the filer (for unknown whereabouts of any absent party personally required to comply any undertaking) 10. Any 2 of the following to show proof of filiation/paternity: <ol style="list-style-type: none"> a. Baptismal Certificate b. School record Form 137(Elementary Or High school) c. Voter's Affidavit / - Income Tax Returns d. Medical Record/Patient's Record Information e. Pag-ibig Beneficiary Nomination Form f. Phil health Membership Data Profile g. Service Record/Voter's List h. SSS E-4 or Remittance Statement or Employee Membership Static Information i. Insurance Policy/Voter's Certification j. Sworn Statement of the mother/registrant (for unknown whereabouts of the mother/ or abandoned children) k. Barangay Certification as to residence of parents of the registrant 			
<p>Registration of DEATH</p> <p>I. TIMELY Registration</p> <p>II. DELAYED Registration</p>	<ol style="list-style-type: none"> 1. Duly Accomplished Death Certificate prepared and reviewed by Municipal Health Office 2. Burial Permit /Transfer Permit 3. Burial Certificate issued by church 4. With notarized Affidavit for delayed registration 	<p>P100.00 for timely /</p> <p>P200.00 for delayed</p> <p>P150.00 for processing of advance transmittal to PSA</p>	<p>20 minutes/filled up and timely document</p> <p>30 minutes/unfilled document</p> <p>To be released</p>	<p><i>Mario V. Consuelo / Florencia A. Conde/ Gina C. Carlet/ Raquel B. Cariño</i></p>

			after compliance of ten (10) days' notice of posting	
<p>Registration of MARRIAGE</p> <p>I. TIMELY Registration</p> <p>II. DELAYED Registration</p> <p>III. Reconstruction of Marriage Certificate</p> <p>IV. Out of Town DELAYED Registration</p>	<ol style="list-style-type: none"> 1. Duly signed and Accomplished Marriage Certificate 2. Negative Result of MC from PSA 3. Marriage Cert. from Church/Office of the Mayor/Judge 4. Affidavit of 2 Disinterested Witnesses 5. Birth Cert. of Children with correct marriage 	<p>P50.00 for timely /</p> <p>P150.00 for delayed</p> <p>P150.00 for processing of advance transmittal to PSA</p>	<p>20 minutes/filled up and timely document</p> <p>30 minutes/unfilled document</p> <p>To be released after compliance of ten (10) days' notice of posting</p>	<p><i>Mario V. Consuelo / Florencia A. Conde/ Gina C. Carlet/ Raquel B. Cariño</i></p>
<p>Application and Issuance of Marriage License</p> <p>1. Interview / Typing and Preparation of Application for Marriage License</p>	<ol style="list-style-type: none"> 1. Applicant's COLB at Age at least 18 but below 21 years (parental consent), Age between 21 to below 25 years (parental advice) 2. Attendance to half-day Family planning & marriage counseling seminar 3. Family planning & marriage counseling certificate 4. Certificate or Affidavit of Legal Capacity to Contract Marriage to a Filipino National (foreigner) 5. Court Decree (if annulled/divorced on previous marriage) 6. CENOMAR issued by PSA (both parties) 7. Residence Certificate/ valid ID 	<p>P500.00 (Application Fee, included are Marriage license fee and Marriage Counseling fee)</p>	<p>40 minutes/ application (complete documents including certificate of attendance to half-day Family planning & marriage counseling seminar</p> <p>Marriage License will be released after (10) days of the compliance of notice of posting</p>	<p><i>Mario V. Consuelo / Florencia A. Conde/ Gina C. Carlet/ Raquel B. Cariño</i></p>

<p>Issuances of Certified True/Xerox Copies of Civil Registry Records</p> <ol style="list-style-type: none"> 1. Filling of application 2. Searching/verification of documents 3. Payment to Municipal Treasurer's Office 4. Signing by the Official Signatories 	<ol style="list-style-type: none"> 1. Applicant's ID 2. Document owner's authorization and ID, if requester is non-owner and not an immediate descendant/ascendant 	<p>P50.00 for COLB/ COM</p> <p>P100.00 for COD</p>	<p>15-30 minutes/ documents</p>	<p><i>Mario V. Consuelo / Florencia A. Conde/ Gina C. Carlet/ Raquel B. Cariño</i></p>
<p>Electronic Endorsement</p> <ol style="list-style-type: none"> 1. Filling up of Application Form 2. Payment to the Municipal Treasurer's Office 3. Signing by Official Signatories 	<ol style="list-style-type: none"> 1. Applicant's COLB/COM/Death Certificate 2. Negative Certification from PSA 3. PSA feedback form (if any) 	<p>P150.00</p>	<p>15 minutes 3-4 weeks waiting period at PSA</p>	<p><i>MCR Lea C. Costo</i></p>
<p>BREQS Applications</p> <ol style="list-style-type: none"> 1. Filling up of Application Form 2. Payment to the Municipal Treasurer's Office 	<ol style="list-style-type: none"> 1. Applicant's ID 2. Document owner's authorization and ID, if requester is non-owner and not an immediate descendant/ascendant 	<p>P205.00 for COLB/ COM/ COD/ P260.00 for CEMAR/ CENOMAR</p>	<p>Result will be issued once available within 2 weeks to 1 month</p>	<p><i>Gina C. Carlet/ Raquel B. Cariño/ MCR Lea C. Costo</i></p>
<p>Processing of Petitions for R.A. 9048 and R.A. 10172 (Change of First Name and Correction of Clerical Error, Sex, Day and Month of Birth in Civil Registry Records)</p> <ol style="list-style-type: none"> 1. Interview of petitioner 2. Evaluation of the Supporting Documents 3. Preparation of petition 4. Subscription of the Jurat 5. Payment of the Filing Fee 6. Issuance of Certificate of Finality 7. Annotated civil registry records 	<p>a). Certified true copy of the document sought to be corrected (PSA and LCRO)</p> <p>b). Applicable supporting documents to the error subject for correction per R.A 9048 and R.A. 10172</p> <p>c). For CFN and CCE under RA 10172 submission of the following mandatory requirements:</p> <ol style="list-style-type: none"> 1. NBI Clearance 2. PNP Clearance 3. Employer's Clearance or Certificate (with no 	<p><u>P1, 000.00</u> (Filing Fee for Correction of Clerical Errors)</p> <p><u>P3, 000.00</u> (Filing Fee for Change of First Name/ Correction of Day/Month of Birth and Sex)</p>	<p>1 hour per application/ documents 10 days' notice of Posting before the issuance of DECISION for CCE</p> <p>Publication for 2 consecutive weeks (Change of First Name/</p>	<p><i>MCR Lea C. Costo</i></p>

	<p>pending case) or Affidavit of No Employer</p> <ol style="list-style-type: none"> 4. Earliest School Record 5. Medical Certificate (did not undergone Sex Change) 6. Medical Records 7. Baptismal Certificate 8. Other documents required by MCR in support of the correction sought 9. Notarized Affidavit/ Special Power of Attorney (in case filer is a representative) 	<p>Publication fee (different rates for provincial and national newspaper)</p> <p><u>P500.00</u> (Migrant Filing Fee)</p>	<p>Correction of Sex and Day and Month of Birth)</p> <p>3 weeks to 1 month forwarded to PSA Legal Services</p> <p>Waiting period varies for the Action taken by CRG, PSA, Legal Service, Quezon City and Action Taken on Certificate of Finality by PSA Regional Statistical Services Office, Legazpi City</p>	
<p>Processing of Annotation of Effects of Court Decrees/ Order such as Adoption, Annulment/ Declaration of Nullity of Marriage:</p> <ol style="list-style-type: none"> 1. Evaluation of Certificates of Registration and Authenticity 2. Amended/Annotated copy of the documents 3. Payment of filing fees 	<p>Two (2) sets of the following documents:</p> <ol style="list-style-type: none"> 1. LCRO and PSA copy of the subject civil registry document 2. Certified true copy of the court decree 3. Certificate of Finality/Entry of Judgment 4. Certificate of registration and authenticity of the CCR where the issuing Court is functioning 	<p>P 150.00 (Processing Fee)</p>	<p>1 hour/ application</p>	<p><i>MCR Lea C. Costo</i></p>

FEEDBACK AND CLIENT COMPLAINTS MECHANISM	
How to Send feedback	<p>On civil registration and technical matters, clients may personally or directly address their complaint to MCR Lea C. Costo (Tel. Nos. 09217904360), or file a verbal or written appeal to PSA Regional Director CYNTHIA L. PERDIZ (Tel. Nos. 052-480-1907), c/o Ms. CECIL G. BRONDIAL, Chief Statistical Specialist (Tel. Nos. 09176229756)</p> <p>On administrative matters and ARTA concerns, like how our staff attended to your concern, clients may answer the client feedback form and drop it at the designated drop box at the Public Assistance Complaint Desk located at the Municipal Hall lobby.</p>
How Feedbacks are processed	The person in charge open the drop box and evaluate each feedback, those feedback requiring answer are forwarded to concern offices
How to file a complaint	Complaints may be filled in writing or in person to Mayor JAIME C. VILLANUEVA
How complaints are processed	Upon evaluation and investigation the LCE call the attention of both concern parties for consultation and appropriate action
Contact Information of CCB, PCC, ARTA	

FEEDBACKS/COMPLAINTS MAY BE FILED THRU:

Office	Address	Contact Information
LGU – Tiwi (Human Resource Management Office)	1/F, Municipal Hall Bldg., Tiwi Albay	MERLE T. LOMIBAO MGDH I (HRMO) Mobile: 09171477624 lomibao_merle @yahoo.com
LGU – Tiwi (Office of the Municipal Civil Registrar)	2/F, Municipal Hall Bldg., Tiwi Albay	LEA C. COSTO, AB, LI.B, LREA MGDH I (MCR) Mobile: 09217904360 tivi_lecost@yahoo.com lecarcost@gmail.com



MUNICIPAL HEALTH OFFICE

CITIZEN'S CHARTER 2021

MUNICIPAL HEALTH OFFICE

CITIZEN'S CHARTER

2021

I. Mandate:

In order to establish a more responsive and citizen friendly governance, the Municipal Health Office complies with the CSC and DILG call in formulating a Citizen s Charter that will serve as guidelines of frontline services in our Municipality. Our Citizens Charter will serve as a tool to educate the public of our services.

II. Vision:

HEALTH FOR ALL TIWINHONS

III. Mission:

MAKING HEALTH SERVICES AVAILABLE AT ALL TIME

IV. Service Pledge:

We the supervisors and employees of Municipal Health Office pledge and commit to demonstrate appropriate behavior, professionalism and serve with integrity.

1. PRE NATAL & POST NATAL CARE

Office or Department :	MUNICIPAL HEALTH OFFICE			
Classification	Out Patient Consultation			
Type of Transaction:	Government to General Public			
Who may avail :	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSNG TIME	PERSON RESPONSIBLE
Visit and register at the RHU or Barangay Health Station	Conduct interview, V/S & history taking Prepare Home based monitoring record and record to TCL	N/A	15 minutes	Assigned Rural Health Midwife
Proceed to Examination Room	Perform Leopad's Listen to FHT	N/A	10 minutes 5 minutes	
Go to the pharmacy or registration table	Provide necessary medicines and Vitamin supplement		N/A	10 minutes
	Health Teaching	10 minutes		

2. EXPANDED PROGRAM ON IMMUNIZATION

Office or Department :	MUNICIPAL HEALTH OFFICE			
Classification	Out Patient Consultation			
Type of Transaction:	Government to General Public			
Who may avail :	Infant (0-59 months)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Documents				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Bring your child at the RHU or Barangay Health Station	-Register the child and issue Yellow Card -Conduct weighing	N/A	10minutes	Assigned Rural Health Midwife BNS/BHW
Submit the child for Immunization	-Identify the vaccine due to the child -Prepare vaccine & other materials -Perform the immunization -Health Teaching		5 minutes	Rural Health Nurse / BHW
			5 minutes	
			5 minutes 10 minutes	
Give the GMC to the RHM	-Receive & record data to TCL -Give Paracetamol Drops (initial dose to the child)	5 minutes	Assigned Rural Health Midwife	
		5 minutes		

3. FAMILY PLANNING

Office or Department :	MUNICIPAL HEALTH OFFICE			
Classification	Out Patient Consultation			
Type of Transaction:	Government to General Public			
Who may avail :	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inform the staff regarding your request to avail family planning services	-Admit using FP form -Conduct interview and assessment on FP -Advocate on various FP method	N/A	5 minutes 10 minutes 20 minutes	Assigned Rural Health Midwife
Select FP method of your choice	Provide the FP commodity and inform of the next visit		5 minutes	

4. NATIONAL TUBERCULOSIS PROGRAM

Office or Department :	MUNICIPAL HEALTH OFFICE			
Classification	Out Patient Consultation			
Type of Transaction:	Government to General Public			
Who may avail :	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inform the staff regarding your request for sputum exam	-Ask for sputum exam request and give instructions on proper sputum collection	N/A	5 minutes	ROSARIO SY MT II
Submit initial sputum specimen	-Collect the specimen, perform sputum	N/A	1 hour	

	smearing,drying and microscopy			
Submit 2 nd 7 3 rd sputum specimen	-Collect the specimen, perform sputum smearing,drying and microscopy -Records Results at laboratory registry	N/A	2 hours	
	-Release results to the concerned RHM -Give the sputum exam result and instruct to see the NTP nurse coordinator	N/A		
Proceed to the NTP Nurse coordinator	- Collect the sputum result, conduct weighing of patient, issue RX Card, NTP ID CARD, assign case number, record data at the TB registry, give instructions and health teaching, assigns treatment partner	N/A	10 minutes	
Receive medicines	Release TB medicines and instruct to come back every 2 weeks for re sputum	N/A	5 mins	

5. ISSUANCE OF MEDICAL CERTIFICATE

Office or Department :	MUNICIPAL HEALTH OFFICE			
Classification	Out Patient Consultation			
Type of Transaction:	Government to General Public			
Who may avail :	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inform the staff regarding your request for medical certificate	-Give instructions on how to secure medical certificate	N/A	5 minutes	Salve Crucillo Jossel Corral Sharon Belo

				Vivian Templado
Pay corresponding Fees	Receive payment & issue OR		5 minutes	Sofio Pacis Hilda Dacoco
Secure and submit required document	Verify documents and fill- up form		5 minutes	Salve Crucillo Jossel Corral Sharon Belo Vivian Templado
Proceed to Physician	Conduct actual medical check up Prepare & sign Medical Cert		15 minutes	Sotera Copino MD- MHO Rosa Maria Cantes MD- RHP
Receive Medical Certificate	Record and issue medical certificate		2 minutes	Salve Crucillo - NA

FEEDBACK AND CLIENT COMPLAINTS MECHANISM	
How to Send feedback	Answer the client feedback form and drop it at the designated drop box at the Public Assistance Complaint Desk located at the Municipal Hall lobby.
How Feedbacks are processed	The person in charge open the drop box and evaluate each feedback, those feedback requiring answer are forwarded to concern offices
How to file a complaint	Complaints may be filled in writing or in person to Mayor JAIME C. VILLANUEVA
How complaints are processed	Upon evaluation and investigation the LCE call the attention of both concern parties for consultation and appropriate action
Contact Information of CCB, PCC, ARTA	

FEEDBACKS/COMPLAINTS MAY BE FILED THRU:

Office	Address	Contact Information
Municipal Health Office	Tigbi, Tiwi, Albay	<i>Dr. Sotera Copino</i> 09386553460



MUNICIPAL NUTRITION OFFICE

CITIZEN'S CHARTER 2021

MUNICIPAL NUTRITION OFFICE

2021

I. Mandate:

The Municipal Nutrition Office complies with the CSC and DILG call in formulating a Citizen's Charter that contains information and instructions on how to avail services of our respective municipality. Citizen's Charter will help to improve and strengthen governance aimed towards the effective delivery of basic services.

II. Vision:

WELL NOURISHED CHILDREN IN THE PRODUCTIVE COMMUNITY OF THE
PREMEIR TOWN TIWI

III. Mission:

To effectively serve Tiwinhons by investing efforts and resources towards the improvement of nutritional status.

IV. Service Pledge:

We pledge and commit to deliver excellent service, promptly, efficiently, and with integrity that are responsive to the needs of the constituents.

1. Nutrition Surveillance

Office or Department :	MUNICIPAL NUTRITION OFFICE			
Classification	Referral and Medical Assistance			
Type of Transaction:	Government to General Public			
Who may avail :	Undernourished children with medical condition			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E
Bring your child to Nutrition Office and give information of your child	Conduct interview, weighing & history taking Prepare monitoring record prepare referral to RHU	N/A	15 minutes	CORAZON C. ROJAS NO II
	-Give instructions on how to secure medical certificate	N/A	2 minutes	
Proceed to RHU for medical consultation and secure medical certificate	Conduct actual medical check up Prepare & sign Medical Cert		15-20 minutes	Sotera Copino MD-MHO Rosa Maria CantesMD- RHP
Go back to Nutrition Office	Prepare & Fill up Financial/Medical Assistance Form		10 minutes	CORAZON C. ROJAS NO II
	Provide counseling and instruct to come back after 5 days for the release of medical/financial assistance		10 minutes	

2. NUTRITION COUNSELING AND DIET MODIFICATION

Office or Department :	MUNICIPAL NUTRITION OFFICE			
Classification	DIET THERAPY			
Type of Transaction:	Government to General Public			
Who may avail :	General Public with medical condition			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Visit Nutrition Office and give information, medical history, medical certificate and Doctor's order slip	Conduct interview, weighing & history taking	N/A	15 minutes	CORAZON C. ROJAS NO II
	-Give instructions on how to secure modified therapeutic diet	N/A	5 minutes	
	Prepare and Compute IBW, TER and Meal Plan		1 Day	
Go back to Nutrition Office	Discuss and release Modified Diet		20 minutes	

FEEDBACK AND CLIENT COMPLAINTS MECHANISM	
How to Send feedback	Answer the client feedback form and drop it at the designated drop box at the Public Assistance Complaint Desk located at the Municipal Hall lobby.
How Feedbacks are processed	The person in charge open the drop box and evaluate each feedback, those feedback requiring answer are forwarded to concern offices
How to file a complaint	Complaints may be filled in writing or in person to Mayor JAIME C. VILLANUEVA
How complaints are processed	Upon evaluation and investigation the LCE call the attention of both concern parties for consultation and appropriate action
Contact Information of CCB, PCC, ARTA	

FEEDBACKS/COMPLAINTS MAY BE FILED THRU:

Office	Address	Contact Information
Municipal Nutrition Office	Tigbi, Tiwi, Albay	<i>Corazon Rojas</i> <i>09178638640</i>



OFFICE OF THE MAYOR

CITIZEN'S CHARTER
2021

OFFICE OF THE MAYOR

2021

I. Vision:

The municipality envisions to become a premier geothermal, ceramics, agro-fishery, industrial and eco-tourism zone, and pilgrimage destination in the Bicol Region, which possesses a healthy, self-reliant, learned and motivated citizenry, a diversified and competitive industries in a balanced ecology, a well-planned and maintained infrastructure, brought by an honest, responsive, competent and transparent governance guided by genuine love for God, country and the community.

II. Mission:

To lead Tiwinhons and other development stakeholders in the pursuit of the Vision through righteous, competent and God-inspired governance.

OFFICE OF THE MAYOR

I. ISSUANCE OF MAYOR'S PERMIT FOR MOTORIZED TRICYCLES

Office or Department :	Mayor's office			
Classification	Simple			
Type of Transaction:	G2C: Government to Client			
Who may avail :	Residents of the municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official Receipt Previous MTOP (for renewal) Certification			Municipal Treasurer's Office	
Official Receipt			Tricycle Operators Association President LTO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the Issuance of Mayor's Permit	Provide the list of requirements	None	2 mins	<i>Shalie C. Coralde / Ria Clemeña AA1</i>
2. Pay the corresponding fees	Issue OR	Based on the Revised Revenue Code	5 mins	<i>MTO</i>
3. Present OR and the documentary requirements.	Review the documents and prepare the Mayor's Permit for signature of the Mayor	None	5 mins	<i>Shalie C. Coralde/Ria Clemeña AA1</i>
4. Receive the Mayor's Permit and sign in the logbook	Affix dry seal, record the transaction and issue the Mayor's Clearance	None	3 mins	<i>Shalie C. Coralde/Ria Clemeña AA1</i>

II. ISSUANCE OF MAYOR'S CLEARANCE

Office or Department :	Mayor's office
Classification	Simple
Type of Transaction:	G2C: Government to Client

Who may avail :	Residents of the municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official Receipt Police Clearance Barangay Clearance			Municipal Treasurer's Office Tiwi PNP Barangay	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the Issuance of Mayor's Clearance	Provide the list of requirements	None	2 mins	<i>Shalie C. Coralde / Ria Clemeña AA1</i>
2. Pay the corresponding fees	Issue OR	Php 100.00	3 mins	MTO
3. Present OR and the documentary requirements.	Review the documents and prepare the Mayor's Clearance; have the applicant sign and affix thumb mark in the document and submit for signature of the Mayor	None	3 mins	<i>Shalie C. Coralde/Ria Clemeña AA1</i>
4. Receive the Mayor's Clearance and sign in the logbook	Affix dry seal, record the transaction and issue the Mayor's Clearance	None	2 mins	<i>Shalie C. Coralde/Ria Clemeña AA1</i>

III. CIVIL WEDDING

Office or Department :	Mayor's office			
Classification	Simple			
Type of Transaction:	G2C: Government to Client			
Who may avail :	Residents of the municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Marriage License			Local Civil Registrar Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Civil Wedding	Provide the list of requirements	None	2 mins	<i>Shalie C. Coralde / Ria Clemeña AA1</i>

2. Pay the corresponding fees	Issue OR	License: Php200 Wedding: Php200	5 mins	<i>MTO</i>
3. Present OR and the documentary requirements.	3.1 Review the submitted documents 3.2 Set the schedule of wedding.	None	5 mins	<i>Shalie C. Coralde/Ria Clemeña AA1</i>
4. Wedding Ceremony		None	30 mins	<i>Hon. Jaime C. Villanueva Municipal Mayor</i>
5. Receive the Marriage Contract	Affix dry seal and issue the Marriage Contract	None	5 mins	<i>Shalie C. Coralde/Ria Clemeña AA1</i>

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Answer the client feedback form and drop it at the designated drop box at the Public Assistance Complaint Desk located at the Municipal Hall lobby.
How feedbacks are processed	The person in charge open the drop box and evaluate each feedback, those feedback requiring answer are forwarded to concern offices.
How to file a complaint	Complaints may be filled in writing or in person to Mayor JAIME C. VILLANUEVA.
How complaints are processed	Upon evaluation and investigation, the LCE call the attention of both concern parties for consultation and appropriate action.

FEEDBACKS/COMPLAINTS MAY BE FILED THRU:

Office	Address	Contact Information
Office of the Mayor	Ground Floor, Municipal Building, Tiwi, Albay	Email: municipalityoftiwi@albay.gov.ph Facebook: Municipality of Tiwi Contact Number: 0917-851-2315



**MUNICIPAL PLANNING AND DEVELOPMENT
OFFICE**

**CITIZEN'S CHARTER
2021**

MUNICIPAL PLANNING AND DEVELOPMENT OFFICE

2021

I. Mandate

Formulate integrated economic, social physical and other development plans and policies for consideration of the Local Development Council; and monitor and evaluate the implementation of the different programs, activities and projects in the LGU in accordance with the approved development plan.

II. Vision

Effective and sustainable planning for the Municipality of Tiwi's progress and advancement.

III. Mission

Initiate and cause the participatory formulation, coordination and integration of effective and comprehensive development plans; analyze the income and expenditure patterns; sufficient and reliable information; conduct researches and continuing studies for project planning; monitor and implementation of programs and projects with feedback mechanism in support of the LGU vision.

MUNICIPAL PLANNING AND DEVELOPMENT OFFICE

I. INCOMING AND OUTGOING COMMUNICATIONS

SERVICE INFORMATION:

Receiving of incoming and releasing of outgoing documents.

Office or Division:	MPDO			
Classification:	Simple			
Type of Transaction:	Backline service			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letters, memorandum, etc.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present documents (Letters, memos, reports, etc...)	Receipt of INCOMING communications and posted in logbook	None	5 minutes	<i>Dennis Canale</i>
	Forwarded to Office Head/Assistant/OIC for appropriate action	None	5 minutes	<i>Dennis Canale</i>
	Acts on the communication or refer to concerned personnel	None	5 minutes	<i>MPDC</i>
	Communication acted upon	None	10 minutes	<i>Concerned Personnel</i>
	Receipt of OUTGOING communications and posted in logbook	None	5 minutes	<i>Dennis Canale</i>
TOTAL		None	30 minutes	

II. ASSISTANCE TO RESEARCHERS

Office or Division:	MPDO
Classification:	Simple
Type of Transaction:	Backline service
Who may avail:	Clients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter-request	Researcher

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of letter-request	Request acknowledged & forwarded to the MPDO	None	10 min	<i>Dennis Canale</i>
Client signs on the log-book and answer the customer survey/feedback form Log-book/Feedback Mechanism	Provides data, information, maps, FS, Project Proposal re: request		1 hour	<i>Rodel Cipcon</i>
	Customer feedback/survey forms collated/evaluated		10 min	<i>Dennis Canale</i>
TOTAL		None	21 minutes	

III. DATA REQUEST/ASSISTANCE TO RESEARCHERS (SOCIO ECONOMIC PROFILE, PLANNING DOCUMENTS, PROJECT PROPOSALS, MAP REPRODUCTION, OTHER DATA REQUEST, INTERVIEWS, ETC.

Assistance to researchers/agencies/organizations on data/maps request.

Office or Division:	MPDO			
Classification:	Simple			
Type of Transaction:	Backline service			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One copy of request specifying the reason thereat Pertinent documents that may be required		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for data and other documents	Receipt/evaluation of the documentary requirements		5 minutes	<i>Rodel Cipcon /Dennis Canale</i>
Payment of required fees (when applicable)	Assessment of fees forwarded to applicant for payment at the Municipal		3 minutes	<i>Rodel Cipcon/ Dennis Canale</i>

	Treasurer's Office (when applicable)			
	Documents retrieved/photocopied/ printed Queries answered		30 minutes	<i>Rodel Cipcon/Dennis Canale</i>
	Documents received and acknowledged by researcher/s		3 minutes	<i>Rodel Cipcon/Dennis Canale</i>
TOTAL			41 minutes	

IV. ASSISTANCE TO BARANGAY DEVELOPMENT PLANNING DOCUMENTS

Office or Division:	MPDO			
Classification:	Simple			
Type of Transaction:	Backline service			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pro-forma Medium Term Public Investment Programs, Annual Investment Program, 20% Development Fund Program Barangay Council Resolution and Sanggunian Barangay Resolution Gender & Development Plan, Budget & Accomplishment List of Implemented Projects Profile and History Other pertinent documents that may be required		<ul style="list-style-type: none"> - MPDO - Client - Municipal Budget Office - Client - MPDO 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of Barangay planning documents with support resolutions	Receipt/evaluation of the documentary requirements	None	30 minutes	<i>Dennis Canale</i>
	Documents forwarded to Office Head for review, approval and signature	None	20 minutes	<i>MPDC</i>
	Documents received and acknowledged by barangay concerned & advised to submit copy upon signature of concerned signatories	None	5 minutes	<i>Concerned Barangay</i>

TOTAL	None	55 minutes	
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V. LOCATIONAL CLEARANCE FOR BUILDING

Office or Division:	MPDO
Classification:	Simple
Type of Transaction:	Backline service
Who may avail:	Clients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Duly accomplished and notarized Application Form for Locational Clearance • One (1) set of plans (signed & sealed by the Architect/Engineers and the Owner/s/Applicant) • Latest Certified True Copy of Land Title (TCT) • Latest Certified True Copy of Tax Declaration • Latest Realty Tax Clearance 	<p>MPDO</p> <p>Client</p> <p>Registry of Deeds</p>
<ul style="list-style-type: none"> • One (1) copy of the Bill of Materials/Bill of Quantities/Cost Estimate of the project (signed & sealed by the Architect/Engineer and signed by the Owner/s/Applicant) • If the property is not owned, Contract of Lease, Certification or Letter of Authorization/Consent from the property owner/s or co-owner/s, or Award Notice • If the property is transferred: Deed of Sale/ Contract to Sell/ Extrajudicial Settlement • If Applicant is represented, Authorization Letter or Special Power of Attorney (SPA) • For Corporations, Board Resolution or Secretary's Certificate for Authorized Signatory (<i>to sign building permit application documents</i>) • Official Receipt of Fee(s) 	<p>Municipal Assessor's Office</p> <p>Municipal Treasurer's Office</p> <p>Client/Owner of building</p> <p>Client</p> <p>Client</p>
<p>For Alteration, Improvement, Repair or Renovation:</p>	<p>Client</p>
<ul style="list-style-type: none"> • Latest Certified True Copy of Tax Declaration of the existing building/structure to be improved/repaired/altered/renovated • Latest Realty Tax Clearance of the building/structure to be improved/repaired/altered/renovated Other Requirements (If <i>applicable</i>) 	<p>Client</p> <p>Municipal Treasurer's Office</p>
<ul style="list-style-type: none"> • Environmental Compliance Certificate (ECC) • Affidavit of Non-Objection • Affidavit of Undertaking (on status of Lot Occupancy) 	<p>Assessor's Office</p> <p>MTO</p> <p>MPDO</p>

<ul style="list-style-type: none"> • Barangay Resolution/Endorsement interposing no objection on project (if applicable) • Simple Subdivision Approval/ Copy of Approved Subdivision Plan • Other Pertinent Documents that may be required after evaluation 	DENR Client Client Barangay where the activity will be situated Client MPDO
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VI. REQUEST FOR CERTIFICATIONS

(LGU endorsement} for Environmental Compliance Certificate/Certificate of Non-Coverage;

(LGU endorsement) For quarry permit

Office or Division:	MPDO
Classification:	Simple
Type of Transaction:	Backline service
Who may avail:	Clients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • 1 copy of request/letter of intent for land-use Certification specifying the reason thereat; • 1 Blueprint/ Copy of Lot Plan with vicinity/ location map, signed/sealed/certified by the Geodetic Engineer; • Notarized application for quarry permit • If property not owned, Contract of Lease, Deed of sale, deed of assignment or authority from property owner; • Latest certified copy of Transfer Certificate of Title (TCT) or certification if no record of TCT Latest certified tax declaration (TD) or certification if no record of TD; • Latest realty tax clearance; <p>Barangay resolution/clearance interposing no Objection to the to the proposed activity</p> <ul style="list-style-type: none"> • Brief summary of the project (signed by the Proponent/owner (for ECC/CNC applications only); • Other pertinent documents that may be required. 	Client Client Provincial Environment & Natural Resources Office (for quarry permit) Client Registry of Deeds Municipal Assessor's Office Municipal Treasurer's Office Barangay

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Receipt/evaluation of the documentary requirements		10 minutes	<i>Rodel Cipcon</i>
Submit application with complete documentary requirements	Assessment of fees forwarded to applicant for payment		2 minutes	<i>Dennis Canale</i>
	Official receipt forwarded/recorded		2 minutes	<i>Dennis canale</i>
	Certification processed & forwarded to MPDC for review & signature		10 minutes	<i>MPDC</i>
	Release and acknowledge receipt of certification	None	5 minutes	<i>MPDC</i>
TOTAL		None	29 minutes	

VII. REQUEST FOR CERTIFIED TRUE COPY OF LOCATIONAL CLEARANCE, LAND USE CERTIFICATIONS AND OTHER RELATED DOCUMENTS

Office or Division:	MPDO			
Classification:	Simple			
Type of Transaction:	Backline service			
Who may avail:	Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • 1 copy of request/letter of intent specifying The reason thereat; • Other pertinent documents that may be required. 		Client		
		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Receipt/evaluation of the documentary requirements		10 minutes	<i>Rodel Cipcon</i>
Submit application with complete documentary requirements	Assessment of fees forwarded to applicant for payment		2 minutes	<i>Dennis Canale</i>
	Official receipt forwarded/recorded		2 minutes	<i>Dennis Canale</i>
	Record/file retrieved/verified, stamped "certified"		5 minutes	<i>MPDC</i>

	true copy," & forwarded to MPDC for review & signature			
	Released and acknowledged certified copy	None	1 minute	<i>MPDC</i>
TOTAL		None	20 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients may send their feedbacks directly to the Municipal Planning & Development Office, San Lorenzo St. Barangay Tigbi, 2/F Municipal Hall Building, Tiwi Albay thru email address of the MPDC: mpdc_tiw@yahoo.com
How feedbacks are processed	<ol style="list-style-type: none"> 1. The MPDC immediately checks and compile feedback/complaint report, in less than 1 hour upon receipt. 2. The Concerned Office Division/Unit/employee is furnished with a copy of the feedback/complaint for evaluation/ discussion on the issue-at-hand, within the day upon receipt of the complaint/feedback. 3. The complaint is processed/resolved in less than 5 days 4. The Head of Office issues a memo or discuss with the staff on possible interventions/ strategies to avoid complaints
How to file a complaint	<p>Clients may send their complaints directly to the Municipal Planning & Development Office or the Municipal Mayor's Office, and should provide the following information:</p> <ol style="list-style-type: none"> 1. Name of the person being complained 2. Complete details of incident 3. Evidence <p>For more inquiries and follow-ups, please contact: Engr. Edmund C. Dantes Planning & Development Coordinator Cell Phone no. (63) 9089552261</p>
How complaints are processed	<ol style="list-style-type: none"> 1. Letter-reply of the Office to the complainant within 24 hours 2. Invitation to a meeting-dialogue to resolve the issue-at-hand within 5 working days upon receipt of complaint/ feedback <p>Email or SMS to the client or personal call in less than 3 days upon receipt of complaint</p>

FEEDBACKS/COMPLAINTS MAY BE FILED THRU:

Office	Address	Contact Information
Municipal Planning and Development Office	Second Floor, Municipal Building, Tiwi, Albay	Email: mpdc_tiw@yahoo.com



PUBLIC EMPLOYMENT SERVICE OFFICE

CITIZEN'S CHARTER 2021

PUBLIC EMPLOYMENT SERVICE OFFICE

2021

I. Mandate

The Public Employment Service Office or PESO is a non-fee charging multi-employment service facility or entity established or accredited pursuant to Republic Act No. 8759 otherwise known as the PESO Act of 1999.

To carry out full employment and equality of employment opportunities for all, and for this purpose, to strengthen and expand the existing employment facilitation service machinery of the government particularly at the local levels there shall be established in all capital towns of provinces, key cities, and other strategic areas a Public Employment Service Office, Hereinafter referred to as PESO, which shall be community-based and maintained largely by local government units (LGUs) and a number of non-governmental organizations (NGOs) or community-based organizations (CBOs) and state universities and colleges (SUCs). The PESOs shall be linked to the regional offices of the Department of Labor and Employment (DOLE) for coordination and technical supervision, and to the DOLE central office, to constitute the national employment service network.

II. Vision

To be the premier 1st class municipality in the province of Albay in guaranteeing a prompt, timely and efficient free employment service and provision of information on DOLE programs.

III. Mission

The Municipality of Tiwi promotes inclusive economic growth and sustainable development through effective and efficient services strengthened by the active participation of all stakeholders, within a safe environment.

IV. Service Pledge

General Objective:

Ensure the prompt, timely and efficient delivery of employment service and provision of information on the other DOLE programs.

Specific Objectives:

- Provide a venue where people could explore simultaneously various employment options and actually seek assistance they prefer;
- Serve as referral and information center for the various services and programs of DOLE and other government agencies present in the area;
- Provide clients with adequate information on employment and labor market situation in the area; and
- Network with other PESOs within the region on employment for job exchange purposes.

Functions:

- Encourage employers to submit to the PESO on a regular basis a list of job vacancies in their respective establishments in order to facilitate the exchange of labor market information services to job seekers and employers by providing employment services to job seeker, both for local and overseas employment, and recruitment assistance to employers;
- Develop and administer testing and evaluation instruments for effective job selection, training and counseling;
- Provide persons with entrepreneurship qualities access to the various livelihood and self-employment programs offered by both government and non-governmental organizations at the provincial/city/municipal/barangay levels by undertaking referrals for such programs;
- Undertake employability enhancement trainings/seminar for jobseekers as well as those would like to change career or enhance their employability. This function is presently supervised by TESDA and conducted by other training;
- Provide employment and occupational counseling, career guidance, mass motivation and values development activities;
- Conduct pre-employment counseling and orientation to prospective local and overseas workers;
- Provide reintegration assistance services to returning Filipino migrant workers: and
- Perform such functions as willfully carry out the objectives of this Act.

PUBLIC EMPLOYMENT SERVICE OFFICE

EXTERNAL SERVICES

I. EMPLOYMENT FACILITATION - JOBSEEKERS

Office or Department :	Public Employment Service Office			
Classification	Simple Transaction			
Type of Transaction:	Government to Client			
Who may avail :	Jobseekers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Resume • NSRP FORM 1 			Hand Carry by the applicants	
			PESO Manager	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of Resumes, viewing of available job vacancies and job referral request.	Registration and Issuance of National Skills Registration Program Form (NSRP Form 1)	None	3 minutes	<i>PESO Manager</i>
	Accept Resumes and get the Accomplished NSRP Form 1	None	5 minutes	<i>PESO Manager</i>
	Documents will be assessed and evaluated as to the completeness of data required in the form.	None	5 minutes	<i>PESO Manager</i>
	If the client is only requesting for the list of available Job Vacancies, present PESO Job Vacancies Catalog	None	5 minutes	<i>PESO Manager</i>

	For Job Matching/ Referral, Interview and Evaluation of qualified applicant and suggest Job Vacancies of Partner Employers and/or Technical Vocational Institutions.	None	10 minutes	<i>PESO Manager</i>
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II. EMPLOYMENT FACILITATION – EMPLOYERS

Office or Department :	Public Employment Service Office			
Classification	Simple Transaction			
Type of Transaction:	Government to Client			
Who may avail :	Employers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> PESO Checklist of requirements (Local and Overseas Employers) 			PESO Manager	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Employer's Request for Resume Browsing, Job posting, Scheduling of Local/Overseas Recruitment Activity	Registration	None	3 minutes	<i>PESO Manager</i>
	Get the Letter of Intent and evaluate the client's request.	None	10 minutes	<i>PESO Manager</i>
	Verify if the client had already submitted their complete requirements.	None	5 minutes	<i>PESO Manager</i>
	If client has no requirements yet or submitted documents are already expired, give the list of needed documents	None	5 minutes	<i>PESO Manager</i>

	Assist the client based on their request	None	10 minutes	<i>PESO Manager</i>
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III. ECIAL PROGRAM FOR THE EMPLOYMENT OF STUDENTS (SPES)/GOVERNMENT INTERNSHIP PROGRAM (GIP)

Office or Department :	Public Employment Service Office			
Classification	Simple Transaction			
Type of Transaction:	Government to Client			
Who may avail :	Students Out of School Youth Fresh Graduate			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
SPES			Hand Carry by the client	
<ul style="list-style-type: none"> • Photocopy of Birth Certificate • ITR of Parents or BIR Tax Exemption (if the parents are employed) or Barangay Indigency (if the parents are unemployed) • Certificate of Grades • 2 pieces of 2x2 picture • Certification from the Barangay or CSWD if OSY 				
<ul style="list-style-type: none"> • Application Form (SPES/GIP) 				
<ul style="list-style-type: none"> • PESO Checklist of requirements (GIP) 			PESO Manager	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Availing of SPES Program/GIP	Registration	None	3 minutes	<i>PESO Manager</i>
	Documents will be assessed and evaluated as to the completeness of requirements.	None	10 minutes	<i>PESO Manager</i>
	If qualified and with complete documents, processed and submit to DOLE RO V for final approval.	None	5 minutes	<i>PESO Manager</i>

	If not qualified or incomplete documents, notify the applicant for appropriate actions.	None	5 minutes	<i>PESO Manager</i>
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FEEDBACK AND CLIENT COMPLAINTS MECHANISM	
How to Send feedback	Answer the client feedback form and drop it at the designated drop box at the Public Assistance Complaint Desk located at the Municipal Hall lobby.
How Feedbacks are processed	The person in charge open the drop box and evaluate each feedback, those feedback requiring answer are forwarded to concern offices
How to file a complaint	Complaints may be filled in writing or in person to Mayor JAIME C. VILLANUEVA
How complaints are processed	Upon evaluation and investigation the LCE call the attention of both concern parties for consultation and appropriate action
Contact Information of CCB, PCC, ARTA	

FEEDBACKS/COMPLAINTS MAY BE FILED THRU:

Office	Address	Contact Information
PESO Tiwi	HRM Office Municipal Bldg. Brgy. Tigbi, Tiwi, Albay	CELIA B.NOLASCO PESO Manager Mobile #: 09327446662 Email Address: peso_tiw@yahoo.com



OFFICE OF THE SANGGUNIANG BAYAN

CITIZEN'S CHARTER 2021

OFFICE OF THE SANGGUNIANG BAYAN

2021

I. Mandate

Approved Ordinances and passes Resolutions necessary for an efficient and effective government for the delivery of basic services. Exercise such other powers and performs such duties and functions as may be prescribed by the law or ordinances;

II. Vision

The legislative branch of this Local Government Unit envisions a moderately progressive municipality responding to the basic needs of its constituents through responsive social and developmental legislation.

III. Mission

To provide interventions/opportunities that will uplift the living conditions of the distressed and disadvantaged individuals, families, groups and communities and enable them to become self-reliant and actively participate in national development.

IV. Service Pledge

To effectively deliver the basic services to the people of Tiwi.

OFFICE OF THE SANGGUNIANG BAYAN

I. RECEIVING OF INCOMING DOCUMENTS/DELIVERING OUT-GOING DOCUMENTS

Office or Division:	Office of the Sangguniang Bayan and Vice-Mayor's Office			
Classification:	Simple			
Type of Transaction:	GC2 – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Incoming Communication				
1. Sign in the Client Logbook of the office.	1. Give the logbook to the client.	None	10 minutes	<i>Rogelio C. Cope Local Legislative Staff Assistant III</i>
2. Submit document and obtain receiving copy.	2. Receive / read / check documents and its attachments (if any).	None	10 minutes	<i>Rogelio C. Cope Local Legislative Staff Assistant III</i>
	2.1 Receive the document by affixing date and time of receipt, and signature of receiving staff.	None	20 minutes	<i>Rogelio C. Cope Local Legislative Staff Assistant III</i>
	1.3 Forward document to: a. Vice-Mayor for approval (if solicitation) b. Vice-Mayor for signature (if communications from MO; Resolutions, Ordinances, Appropriation Ordinances, etc.)	None None	30 minutes 30 minutes	<i>Rogelio C. Cope Local Legislative Staff Assistant III</i>
2. Receive checks for reimbursements/solicitations from MTO	1.4 Forward to Vice Mayor for signature	None None	15 minutes 20 minutes	<i>Rogelio C. Cope Local Legislative Staff Assistant III Merlin R. Clerigo</i>

	1.5 Record in the logbook 1.6 Forward to the Accounting Office for Accountant's Advice	None	20 minutes	<i>Local Legislative Staff Officer III Imelda C. Quijano Administrative Aide IV</i>
3. Deliver out-going communications	1.7 Deliver documents to the concerned office/person	None	30 minutes	<i>Marwin C. Barrion Administrative Aide II</i>

II. PROCESSING OF SOLICITIONS

Office or Division:	Office of the Sangguniang Bayan and Vice-Mayor's Office			
Classification:	Simple			
Type of Transaction:	GC2 – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of the solicitation letters	1. Review and check submitted documents if attachments are complete Allow client to leave contact numbers for update/inform the client to claim solicited item at the MTO(if check/s is/are ready)	None	15 minutes	<i>Merlin R. Clerigo Local Legislative Staff Officer III</i>
	2. Record in the journal of balances/forward to the assigned staff for preparation of vouchers	None	20 minutes	<i>Merlin R. Clerigo Local Legislative Staff Officer III</i>
	3. Prepares voucher/forward to the Vice Mayor for signature	None	30 minutes	<i>Rogelio C. Cope Local Legislative Staff Assistant III</i>

	4. Forward signed vouchers to the Budget Office for processing /Petty Cash Custodian for Petty Cash Releasing	None	15 minutes	<i>Imelda C. Quijano Administrative Aide IV</i>
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the client feedback form and drop it at the designated drop box at the Public Assistance and Complaints Desk of LGU.</p> <p>Office of the Municipal Mayor Contact # 09178512315</p>
How feedbacks are processed	<p>Every Friday, the Administrative Officer opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the Vice-Mayor.</p> <p>The answer of the Office is then relayed to the citizen through email, call or text message.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 09057748645</p>
How to file a complaint	<p>Answer the client complaint form and drop it at the designated drop box at the Public Assistance and Complaints Desk of the LGU.</p> <p>Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: 09057748645</p>
How complaints are processed	<p>The Administrative Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p>

	<p>The Administrative Officer forward the complaint to the Vice-Mayor for investigation.</p> <p>The Vice-Mayor will make the necessary action and give feedback to the client.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782)</p> <p>PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

FEEDBACKS/COMPLAINTS MAY BE FILED THRU:

Office	Address	Contact Information
Sangguniang Bayan Office	Second Floor, Municipal Bldg. Brgy. Tigbi, Tiwi, Albay	Mobile #: 09057748645



**OFFICE OF THE SANGGUNIANG BAYAN
SECRETARIAT**

**CITIZEN'S CHARTER
2021**

OFFICE OF THE SANGGUNIANG BAYAN SECRETARIAT

2021

I. Mandate

Approved Ordinances and passes Resolutions necessary for an efficient and effective government for the delivery of basic services. Exercise such other powers and performs such duties and functions as may be prescribed by the law or ordinances;

II. Vision

The legislative branch of this Local Government Unit envisions a moderately progressive municipality responding to the basic needs of its constituents through responsive social and developmental legislation.

III. Mission

To provide interventions/opportunities that will uplift the living conditions of the distressed and disadvantaged individuals, families, groups and communities and enable them to become self-reliant and actively participate in national development.

IV. Service Pledge

To effectively deliver the basic services to the people of Tiwi.

OFFICE OF THE SANGGUNIANG BAYAN SECRETARIAT

I. RECEIVING OF DOCUMENTS

Office or Division:	Office of the Sangguniang Bayan Secretariat			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Sign in the Client Logbook of the office.	4. Gave the logbook to the client.	None	10 minutes	<i>Elena D. Cultivo Salvador C. Bobiles III Office of the Sangguniang Bayan</i>
2. Submit document and obtain receiving copy.	2. Received / read / check completeness of documents and its attachments (if any).	None	10 minutes	<i>Elena D. Cultivo Salvador C. Bobiles III Office of the Sangguniang Bayan</i>
	2.1 Received the document by affixing date and time of receipt, document number and signature of receiving staff.	None	20 minutes	<i>Elena D. Cultivo Salvador C. Bobiles III Office of the Sangguniang Bayan</i>
	2.2 Forward document to: Secretary to the Sanggunian for any action.	None	30 minutes	<i>Joselito B. Cantes Secretary to the Sangguniang Bayan</i>

II. RELEASING OF DOCUMENTS/SOLICITED ITEMS

Office or Division:	Office of the Sangguniang Bayan Secretariat			
Classification:	All types			
Type of Transaction:	G2C: Government to Client; G2G: Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write the office specifying the request and its purpose.	5. Received and recorded the request.	None	30 minutes	<i>Elena D. Cultivo Salvador C. Bobiles III</i>
	6. Conferred the request to the SB Secretary for evaluation and recommendations	None	20 minutes (client is required to leave their contact number for release of their solicited item)	<i>Elena D. Cultivo Salvador C. Bobiles III</i>
	7. Researched the request	None	<ul style="list-style-type: none"> • For simple documents -30 minutes • Complex documents – 1 day • Technical – 2 days 	<i>Elena D. Cultivo Salvador C. Bobiles III</i>
	8. Determined /computed the corresponding amount and advises client to pay at MTO	None	10 minutes	<i>Elena D. Cultivo Salvador C. Bobiles III</i>
5. Pays the corresponding amount to MTO.				
6. Presents the OR (Official Receipt) to claim the required documents.	Received the OR, recorded and released request signed by the certifying officer with dry seal.	None	10 minutes	<i>Elena D. Cultivo Salvador C. Bobiles III</i>

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Answer the client feedback form and drop it at the designated drop box at the Public Assistance and Complaints Desk of the Municipal building. Email at sbtwialbay19@gmail.com</p>
How feedbacks are processed	<p>Every day, the Administrative Officer opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the Sangguniang Bayan Secretary.</p> <p>The answer of the Office is then relayed to the citizen through mail, call or text message.</p>
How to file a complaint	<p>Answer the client complaint form and drop it at the designated drop box at the Public Assistance and Complaints Desk of the Municipal building.</p> <p>Complaints can also be filed via email at sbtwialbay19@gmail.com. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - evidence
How complaints are processed	<p>The Administrative Officer opens the complaints drop box on a daily basis and evaluates each complaint. E-mailed complaints are printed for submission to and appropriate action by the Office.</p> <p>The Administrative Officer forward the complaint to the SB Secretary for investigation.</p> <p>The SB Secretary will make the necessary action and give feedback to the client.</p>

FEEDBACKS/COMPLAINTS MAY BE FILED THRU:

Office	Address	Contact Information
Office of the Sangguniang Bayan Secretariat	Second Floor, Municipal Building, Tiwi, Albay	Email: sbtwialbay19@gmail.com



**MUNICIPAL SOCIAL WELFARE AND
DEVELOPMENT OFFICE**

**CITIZEN'S CHARTER
2021**

MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

2021

I. Mandate

The Municipality is committed to the care, protection and rehabilitation of that segment of the country's population (individual, family and community) which has the least in life in terms of physical, mental and social well-being and needs social welfare assistance and social work intervention to restore their normal functioning and participation in community affairs.

II. Vision

An Avenue for disadvantage people's participation in development process and economic self-sufficiency.

III. Mission

To provide interventions/opportunities that will uplift the living conditions of the distressed and disadvantaged individuals, families, groups and communities and enable them to become self-reliant and actively participate in national development.

IV. Service Pledge

We, the social welfare and development workers of the Local Government of Unit of Tiwi, believing in the inherent dignity and worth of all persons, upholding basic human rights, and ensuring equal access of persons to resources, services and opportunities.

COMMIT OURSELVES TO:

- deliver the LGU social welfare programs and services to the best of our knowledge and ability under the principles of equity, individualization, client self-determination, and strictest confidentiality in the management of cases in an atmosphere of collegial collaboration and networking with partner-stakeholders to fully maximize available resources and help clients meet their needs,
- advocate for the implementation of laws, ordinances and resolutions that are aimed to protect and help persons who are in need, disadvantaged or unable to take care of themselves
- provide internal capacity-building activities to staff and volunteers should there be no opportunities for external invitation
- attend to all applicants or requesting parties who are within the premises of the office or agency concerned person to the end of official working hours and during lunch break

MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

I. LIMITED FINANCIAL ASSISTANCE / ASSISTANCE TO INDIVIDUALS IN CRISIS SITUATIONS (AICS)

SERVICE INFORMATION:

This is limited cash extended to clients who are in crisis due to death in the family, illness, calamity and other disasters that befell the family. It also includes assistance for medical transportation, education and even livelihood for those who cannot qualify under the Self-Employment Assistance Program.

Office or Division:	Municipal Social Welfare and Development Office (MSWDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification of Indigency (1 original)		Barangay Hall		
Medical Certificate/abstract/hospital bill for medical assistance (1 original, 1 photocopy)		Hospital – Record division/Billing Section		
Certificate of Enrolment for educational assistance (1 original, 1 photocopy)		School Registrar's Office		
Death Certificate for Burial Assistance (1 clear photocopy with no alteration and signed by all signatories) Funeral Parlor Bill and promissory note		Local Civil Registrar/Philippine Statistics Office (PSA) Funeral parlor		
MSWDO's Certificate of Eligibility (CE) form		MSWDO		
Community Tax Certificate (1 original, to be presented only)		Municipal Treasurer's Office (CTO)		
Valid ID of client		Client listed in the CE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in Clients' Logbook	1. Assist client in registering in the Logbook	None	1 minute	<i>Any staff present in the Office</i>
2. Inform the staff regarding the request for financial assistance	Prepare Certificate of Eligibility/Petty Cash and Alobs	None	1 hr	<i>Anita C. Rey SWO-1 Judith P. Sadia SWA</i>

	Approve/Sign the documents Process payment of AICS (for financial assistance requiring voucher)			<i>Marissa D. Ras</i> <i>DCW</i> <i>Cristy G. Candolea</i> <i>MSWDO</i> <i>Merla C. Cestina</i> <i>AAIII</i> <i>(Mayor's Office)</i>
Received Payment and sign in the logbook	Record and Release payment Petty cash			<i>Merla C. Cestina</i> <i>AAIII</i> <i>(Mayor Office)</i>

II. COUNSELING (SIMPLE CASES)

SERVICE INFORMATION:

Counseling is provided by social workers and other social welfare and development staff to individuals and groups who need somebody to listen and clarify their problems and help explore resources to resolve their issues. Aim is to improve or restore social functioning. This is conducted only by trained staff and need time and attention by both staff and client.

Proceedings are recorded but kept strictly confidential.

Office or Division:	Municipal Social Welfare and Development Office (MSWDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in Clients' Logbook	1. Assist client in registering in Logbook	None	1 minute	<i>Any staff present in the office</i>
	2. General Intake Sheet (GIS) on data base & files	None	10 minutes	<i>Cristy G. Candolea</i> <i>MSWDO</i> <i>Anita C. Rey</i>

				SWO-1 Judith P. Sadia SWA
3. Submit for initial/basic interview *Make sure to answer the questions honestly and accurately as possible	3. Ask basic questions to determine appropriate MSWDO staff in charge of the case	None	10 minutes	Cristy G. Candolea MSWDO Anita C. Rey SWO-1 Judith P. Sadia SWA
5. Attend and participate in counseling session *Make sure to be honest, open and cooperative	5. Conduct counselling	None	30 minutes for simple cases; 2 hours for difficult cases	Cristy G. Candolea MSWDO Anita C. Rey SWO-1 Judith P. Sadia SWA
	TOTAL:	None	51 minutes for simple cases; 2 hours and 20 minutes for difficult cases	

III. ISSUANCE OF CERTIFICATE OF INDIGENCY/ASSESSMENT REPORT/SOCIAL CASE STUDY REPORT/REFERRAL FOR EXTERNAL FUNDING OR SERVICES

SERVICE INFORMATION:

With its limited resources, the greatest bulk of non-funded services of the MSWDO is on issuance of documents issued by registered social workers and other authorized social welfare and development staff to clients who will use these to explore resources of other agencies/institutions to meet their needs on education burial assistance, medical, counselling, health/psychiatric assistance, shelter and livelihood, etc. Institutional agencies include: Simon of Cyrene, Provincial Social Welfare and Development Office, Department of Social Welfare and Development, Philippine Charity Sweepstake Office, and other agencies/departments/foundations/NGOs within and outside Tiwi, Albay.

The extent and amount of assistance depends on the receiving party of the documents based on their respective mandates. Likewise, the receiving party has the option to provide or reject the requested service.

Since the MSWDO has to establish the greatest need of the client, its staff have to conduct collateral interview and home visit prior to the issuance of the document requested. In the event that MSWDO has already an updated record of the client, this procedure is omitted.

Office or Division:	Municipal Social Welfare and Development Office (MSWDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification of Indigency and residency for all cases (1 original)		Barangay Hall		
Death Certificate for Burial Assistance (1 photocopy, clear and without alteration)		Local Civil Registrar		
Medical Certificate/abstract/hospital bill for medical assistance (1 original, 1 photocopy, clear and without alteration)		Hospital – Record division/Billing Section		
Certificate of Enrolment for educational assistance (1 original, 1 photocopy)		School Registrar's Office		
For 4Ps clients: ID or Panunumpa		Department of Social Welfare and Development (DSWD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in Clients' Logbook	1. Assist client in registering in Logbook	None	1 minute	<i>Officer-of-the-Day MSWDO staff</i>
2. No Activity	2. General Intake Sheet (GIS) on data base & files	None	10 minutes	<i>Anita C. Rey SWO 1 Juidth P. Sadia SWA Marissa D. Ras DCW-1</i>
3. Submit for initial/basic interview *Make sure to answer the questions honestly and accurately as possible	3. Ask basic questions to determine appropriate actions	None	10 minutes	<i>Cristy G. Candolea MSWDO Anita C. Rey SWO 1 Juidth P. Sadia SWA Marissa D. Ras DCW</i>
6. Provide additional data, if necessary *Make sure to correct erroneous/incomplete information provided earlier and be available during the visit	6. Conduct homevisit, gather collateral information and prepare appropriate document for signatures of the Department head of office *This step is omitted if client has an existing latest record within or has availed of	None	1 day- 2 days	<i>Cristy G. Candolea MSWDO Anita C. Rey SWO 1 Juidth P. Sadia SWA</i>

	other services in the last 6 months			
7. Receive requested document *Make sure to check the document is correct and ask questions on how to proceed	Issue Certificate of Indigency/ assessment report/ social case study report/ referral with instructions on how to proceed	None	10 minutes	Anita C. Rey SWO 1 Juidth P. Sadia SWA
	TOTAL:	None	2 working days and 31 minutes	

IV. ISSUANCE OF CERTIFICATE OF INDIGENCY FOR INDIGENT PETITIONER (CORRECTION OF LOCAL CIVIL REGISTRY DOCUMENTS) AND LEGAL ASSISTANCE

Errors in birth certificates and marriage contract are common and have cost clients their jobs, scholarships, marriage, and even their inheritance. The cost of correcting the same, however, is way beyond the means of indigent clients, hence they ask for certificate of indigency as required by law to avail of a free/discounted cost for correcting the same.

Likewise, volunteer lawyers like IBP and Public Attorney's Office (PAO) require certificate of indigency to clients to avail of a full legal assistance.

Office or Division:	Municipal Social Welfare and Development Office (MSWDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification of Indigency and residency (1 original)		Barangay Hall		
For 4Ps clients: ID or Panunumpa		Department of Social Welfare and Development		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in Clients' Logbook	1. Assist client in registering in Logbook	None	1 minute	MSWDO staff
2. No Activity	2 General Intake Sheet (GIS) on data base & files	None	5 minutes	MSWDO staff
3. Submit for initial/basic interview *Make sure to answer the questions honestly and accurately as possible	3. Ask basic questions to determine appropriate actions	None	10 minutes	MSWDO staff

5. Provide details re: requested service *Make sure to be honest as much as possible. Bring complete documents	5. Conduct detailed interview and assessment of case	None	10 minutes	<i>MSWDO staff</i>
6. Provide additional data, if necessary *Make sure to correct erroneous/incomplete information provided earlier and be available during the visit	6. Conduct home visit, gather collateral information *This step is omitted if client has an existing latest record within or has availed of other services the last 6 months 6.1 If client is not qualified, reason is explained immediately during the visit	None	1 days & 4 hours (paused-clock)	<i>MSWDO staff</i>
7. Receive requested certificate of indigency *Make sure to check the documents is correct and ask questions on how to proceed	If client is qualified, issue Certificate of Indigency with instructions on how to proceed	None	5 minutes	<i>MSWDO staff</i>
	TOTAL:	None	1 working day & 1hour & 20 minutes	

V. PHILHEALTH SERVICES

a). Enrolment of new members and Renewal of old members; b) Issuance of Certification of Membership as basis for Members Data Record (MDR); c) Correction of Entries in MDR.

The Local Government has prioritized the enrolment of indigent families, including barangay volunteers in Phil health to ensure quality medical care for all. Around years ago, it adopted the Partial Subsidy System where the premium is shared among the LGU, barangay and the Phil health member.

With the advent of the Universal Health Care, the LGU's coverage has expanded to most if not all, qualified persons in the Municipality.

In all these efforts, the MSWDO is in-charge of determining and enrolling would-be members. It also handles updating of client s records through interview with presentation of documents.

Office or Division:	Municipal Social Welfare and Development Office (MSWDO)
Classification:	Simple

Type of Transaction:	G2C – Government to Client			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any document to prove identity (e.g. old Member Data Record (MDR), 4Ps ID/Panunumpa, Voter's ID/certification, UMID, driver's license and any other ID with name and/or picture)		Philhealth, DSWD, COMELEC, GSIS/SSS, LTO, Pag-IBIG, Post Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in Clients' Logbook	1. Assist client in registering in Logbook	None	1 minutes	<i>MSWDO staff</i>
2. Signify to MSWDO staff intention to enroll or purpose of the inquiry	2. Interview client for financial assessment 2. Conduct home visit & collateral interview to ensure the financial capability of client. 2.2 Issued Certificate of Financial Assessment to those who are financial incapable and Financially Incapable	None	10 minutes 1 day	<i>MSWDO staff</i> <i>RSW of MSWD Office</i>
	TOTAL:	None	1 day 11 minutes	

V. PHILHEALTH SERVICES

a) Enrolment of new members and Renewal of old members; b) Issuance of Certification of Membership as basis for Members Data Record (MDR); c) Correction of Entries in MDR.

The Local Government has prioritized the enrolment of indigent families, including barangay volunteers in Phil health to ensure quality medical care for all. Around years ago, it adopted the Partial Subsidy System where the premium is shared among the LGU, barangay and the Phil health member.

With the advent of the Universal Health Care, the LGU's coverage has expanded to most if not all, qualified persons in the Municipality.

In all these efforts, the MSWDO is in-charge of determining and enrolling would-be members. It also handles updating of client s records through interview with presentation of documents.

Office or Division:	Municipal Social Welfare and Development Office (MSWDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any document to prove identity (e.g. old Member Data Record (MDR), 4Ps ID/Panunumpa, Voter's ID/certification, UMID, driver's license and any other ID with name and/or picture)		Philhealth, DSWD, COMELEC, GSIS/SSS, LTO, Pag-IBIG, Post Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in Clients' Logbook	1. Assist client in registering in Logbook	None	1 minute	<i>MSWDO staff</i>
2. Signify to MSWDO staff intention to enroll or purpose of the inquiry	2. Interview client for financial assessment 2. Conduct home visit & collateral interview to ensure the financial capability of client. 2.2 Issued Certificate of Financial Assessment to those who are financial incapable and Financially Incapable	None	10 minutes 1 day	<i>MSWDO staff</i> <i>RSW of MSWD Office</i>
	TOTAL:	None	1 day 11 minutes	

VI. ISSUANCE OF PERSONS WITH DISABILITY (PWD) ID AND PURCHASE BOOKLET

Republic Act 9442 and provides PWD with all the benefits and privileges including special discounts in medicines and basic necessities and prime commodities. To avail of the discounts, however, the PWD or the authorized representative must present the PWD ID and purchase booklet which are processed and issued by PDAO.

Office or Division:	Municipal Social Welfare and Development Office (MSWDO)
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Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Philippine Registry Form for Persons with Disability with Certification for Authorized Representative (1 original)	MSWDO staff Anita c. Rey –SWO -1 Focal Person			
Birth Certificate(1 original)	Local Civil Registrar/ PSA			
Medical Certificate	Attending Physician			
1x1 picture (2 pcs)	Photo Center			
Signature Specimen or Thumb mark				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in Client's Logbook	1. Assist client in the registering in the logbook	None	2 minute	<i>Assigned Staff in Municipal Social Welfare and Development Office</i>
2. Accomplished the PWD Registration Form and submit all documents *Make sure documents are complete and signed by the PWD-owner or authorized representative	2. Receive the documents and register the applicant for PWD registration online and forward the complete documents to MO for PWD ID preparation	None	30 minutes	<i>Anita C. Rey SWO-1 Focal Person Maricon B. Baroga PT-Designate MSWDO Staff</i>
3. No activity	PWD ID prepare and scan at Mayor's Office	None	45 minutes	<i>Albert Dacullo (Mayor's Office)</i>
2. Received PWD ID	Record and Release PWD ID and Purchase Booklet	None	5 minutes	<i>Anita C. Rey SWO-1 Focal Person Maricon B. Baroga PT_Designate MSWDO Staff</i>
	TOTAL:	None	1 hour and 22 minutes	

VII. ISSUANCE OF SOLO PARENT ID

Office or Division:	Municipal Social Welfare and Development Office (MSWDO)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Client		
Who may avail:	Residents only		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	

Solo Parent Application Form (1 original)		MSWDO staff Anita c. Rey –SWO -1 Focal Person		
Barangay Certification of residency (1 original)		Barangay Hall		
Birth Certificate of Minor		Local Civil Registrar		
1x1 picture (2 pcs)		Photo Center		
Signature Specimen				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in Client's logbook	1. Assist in registering in the logbook	None	2 minutes	<i>Assigned Staff in Municipal Social Welfare Office</i>
2. Submit all documents *Inform the staff regarding the request for SOLO Parent ID	2. Receive and review documents including the Solo Parent Application form And forward the complete documents at the Mayor's Office for Solo Parent ID preparation	None	15 minutes	<i>Anita C. Rey SWO-1 Focal Person MSWDO Staff</i>
3. No activity	Solo Parent ID prepare and scan at Mayor's Office	None	45 minutes	<i>Allbert Dacullo (Mayor's Office)</i>
2. Received the Solo Parent ID	Record and Release Solo Parent ID		5 minutes	<i>Anita C. Rey SWO-1 Focal Person MSWDO Staff</i>
	TOTAL:	None	1 hour and 7 minutes	

VIII. CASES OF VIOLENCE AGAINST WOMEN AND CHILDREN (VAWC)

CASE NO. 1 – WALK-IN

Office or Division:	Municipal Social Welfare and Development Office (MSWDO)
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	Residents only
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Birth Certificate for children below 18 years old (original copy, without alteration)	Local Civil Registrar/National Statistics Office (NSO)
Medical Exam for all cases	Municipal Health Office, BRTTH, NBI
Police Blotter for all cases	PNP

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Proceed to directly to division in-charge of VAWC cases</p> <p>1.1 Answer questions accurately and honestly</p>	<p>1. Conduct detailed interview and assessment of case</p> <p>1.1 Inform client of the steps to be undertaken</p>	None	30 minutes	<p><i>Anita C. Rey</i> SWO-I <i>Cristy G. Candolea</i> MSWDO</p> <p><i>Judith P. Sadia</i> SWA</p>
<p>2. Proceed to the offices/departments that can help</p> <p>2.1 Provide the requirements as soon as possible</p> <p>2.2 Voluntarily goes with social worker to the shelter</p> <p>2.3 Follow shelter rules</p>	<p>2. Access client to PNP for blotter and City Health Office/NBI/BRTTH for medical exam</p> <p>2.1. If client needs custody, referral is made to appropriate shelter or take into temporary custody with MSWDO</p> <p>2.2. If client is accepted by a shelter, MSWDO to prepare documents and attend the – admission conference</p>	None	<p>4 hours (paused-clock)</p> <p>2 hours</p> <p>4 hours (paused-clock)</p>	<p><i>Anita C. Rey</i> SWO-I <i>Cristy G. Candolea</i> MSWDO <i>Anita C. Rey</i> SWO-I <i>Cristy G. Candolea</i> MSWDO <i>Judith P. Sadia</i> SWA <i>Anita C. Rey</i> SWO-I <i>Cristy G. Candolea</i> MSWDO <i>Judith P. Sadia</i></p> <p>-do-</p>
<p>3. Attends all court hearings</p> <p>3.1 Attends and cooperates in all counselling sessions</p>	<p>3. Upon receipt of medical exam results, assist client in filing case</p> <p>3.1. If client refuses to file case, counselling is done regularly</p>	None	2 hours (paused-clock)	<p><i>Anita C. Rey</i> SWO-I <i>Cristy G. Candolea</i> MSWDO</p> <p><i>Anita C. Rey</i> SWO 1 <i>Cristy G. Candolea</i> MSWDO <i>Judith P. Sadia</i> SWA</p>
	TOTAL:	None	12 hours and 30 minutes	

CASE NO. 2 – REQUEST OR REPORT FOR RESCUE

Office or Division:	Municipal Social Welfare and Development Office (MSWDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Birth Certificate for children below 18 years old (original copy, without alteration)			Local Civil Registrar/Philippine Statistics Administration (PSA)	
Medical Exam for all cases			Mun Health Office, BRTTH, NBI	
Police Blotter for all cases			PNP	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report/request for rescue of an abuse case	1. Assess if rescue is needed 1.1 If yes, coordinate with PNP/NBI or meet with other division staff for an urgent case conference, contact shelter that could take in client/inform CSWDO shelter staff 1.2 If rescue not needed, proceed to conduct barangay collateral information	None	15 minutes	Anita C. Rey SWO-I Cristy G. Candolea Judith P. Sadia MSWDO
			1 day	
2.. Client cautiously wait for the rescue	2. Conduct the rescue either on its own or with a Law enforcement agency	None	4 hours (paused-clock)	Anita C. Rey SWO-I Cristy G. Candolea MSWDO Judith P. Sadia
3. Accompanies rescuer/s	3. Bring client to shelter	None	2 hours (paused-clock)	Anita C. Rey SWO-I Cristy G. Candolea MSWDO Judith P. Sadia
	4. Prepare necessary documents	None	1 day	Anita C. Rey SWO-I Cristy G. Candolea MSWDO

4. Cooperate in the entire case management process	5. Does case management till client is safe	None	3 days (paused-clock)	Anita C. Rey SWO-I Cristy G. Candolea MSWDO
	TOTAL:	None	5 days and 6 hours and 15 minutes	

IX. APPLICATION FOR SOLICITATION PERMIT

Office or Division:	Municipal Social Welfare and Development Office (MSWDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Solicitation Permit Application Form (3 original)		MSWDO		
Minutes of meeting of organization or Constitution-by-Laws (3 photocopy)		Organization applying for permit		
Barangay Indorsement Letter, if project is intended for barangay (3 original)		Barangay Hall		
Dean/Principal Indorsement Letter, if project is intended for school		Dean/Principal Office		
Sample letter for prospective sponsor and List of prospective donors		Organization applying for permit		
Official Receipt of Solicitation Permit Fee (3 copy, original)		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in Clients' Logbook	1. Assist client in registering in Logbook	None	1 minute	MSWD Staff
2. Make sure documents are complete	2. Review all the documents 2.1 Instruct applicant to pay the solicitation permit fee at Municipal Treasurer's Office and return to MSWDO with the official receipt of the payment	None	15 minutes (paused-clock)	MSWD Staff
	3. Prepare documents for processing of permit and	None	1 day (paused-clock)	MSWD Staff

	Mayor's Office for signature			
	4. Upon receipt of permit from the Municipal Mayor's Office, inform client to claim such	None	25 minutes	<i>MSWD Staff</i>
5. Receive solicitation permit	5. Issue solicitation permit to client	None	10 minutes (paused-clock)	<i>MSWD Staff</i>
	TOTAL:	None	1 day and 46 mins.	

X. AVAILMENT OF PHYSICAL THERAPY SERVICE

Office or Division:	Municipal Social Welfare and Development Office (MSWDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Letter		Medical Doctor (RHU, Private Doctor)		
Medical Certificate / Medical Abstract		Attending Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in Clients' Logbook	1 Assist client in registering in Logbook	None	1 minute	<i>Assigned Staff of the day</i>
2. Inform the staff regarding the request for PT service and submit referral letter	2. Received referral letter and conduct initial interview of the client	None	5 mins	<i>Assigned Staff of the day</i>
	Get the vital sign		2 mins.	<i>Assigned Staff of the day</i>
	Assessment of the patient by the Physical Therapist		20-30 mins	<i>Maricon B. Baroga, PTRP (PT-Designate)</i>
	Preparation of the Management program and		5 mins	

	modalities to be used Treatment of the patient		1 ½ hrs	<i>Maricon B. Baroga, PTRP (PT-Designate)</i> <i>Maricon B. Baroga, PTRP (PT-Designate)</i> Erwin C.Lovedorial Admin Aide 1
3. Follow instructions given by the PT and inquire for the next schedule	3. Release Home Instruction and schedule of next Session Record the treatment session and release patient		5 mins 5 mins	<i>Maricon B. Baroga, PTRP (PT-Designate)</i> <i>Maricon B. Baroga, PTRP (PT-Designate)</i> Erwin C. Lovedorial Admin Aide 1
	TOTAL:	None	2 hrs, 15 mins	

FEEDBACK AND CLIENT COMPLAINTS MECHANISM

How to Send feedback	Answer the client feedback form and drop it at the designated drop box at the Public Assistance Complaint Desk located at the Municipal Hall lobby.
How Feedbacks are processed	The person in charge open the drop box and evaluate each feedback, those feedback requiring answer are forwarded to concern offices
How to file a complaint	Complaints may be filled in writing or in person to Mayor JAIME C. VILLANUEVA
How complaints are processed	Upon evaluation and investigation the LCE call the attention of both concern parties for consultation and appropriate action
Contact Information of CCB, PCC, ARTA	

FEEDBACKS/COMPLAINTS MAY BE FILED THRU:

Office	Address	Contact Information
Municipal Social Welfare and Development Office	Tigbi, Tiwi, Albay	<i>Cristy G. Candolea</i> MSWDO 09165990573 <i>Anita C. Rey- SWO I</i> 09268265405 <i>Judith P. Sadia- SWA</i> 09778020896



MUNICIPAL TOURISM OFFICE

CITIZEN'S CHARTER **2021**

MUNICIPAL TOURISM OFFICE

I. ASSISTANCE TO RESEARCHERS

Office or Division:	Municipal Tourism Office (under Office of the Mayor)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request			Client	
ID			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request	1. Identify data needed	None	5 minutes	<i>Tourism Officer/Staff</i>
	2. Provide printouts (soft/hard copy) upon request	None	5 minutes	<i>Tourism Officer/Staff</i>

II. ASSISTANCE TO TOURISTS, GUIDE, AND VISITORS

Office or Division:	Municipal Tourism Office (under Office of the Mayor)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of communication			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of communication	1. Provide brochures and needed information	None	5 minutes	<i>Tourism Officer/Staff</i>
	2. Provide tour guide services for free upon request	None	Within the day	<i>Tourism Officer/Staff</i>
	3. Benchmarking for best practices of the municipality	None	Within the day	<i>Tourism Officer/Staff</i>
	4. Coordinate / Booking of accommodation upon request	None	5 minutes	<i>Tourism Officer/Staff</i>

III. RECEIVING OF INCOMING COMMUNICATION

Office or Division:	Municipal Tourism Office (under Office of the Mayor)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of communication		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of communication	1. Provide brochures and needed information	None	5 minutes	<i>Tourism Officer/Staff</i>
	2. Provide tour guide services for free upon request	None	Within the day	<i>Tourism Officer/Staff</i>
	3. Benchmarking for best practices of the municipality	None	Within the day	<i>Tourism Officer/Staff</i>
	4. Coordinate / Booking of accommodation upon request	None	5 minutes	<i>Tourism Officer/Staff</i>

FEEDBACK AND CLIENT COMPLAINTS MECHANISM	
How to Send feedback	Answer the client feedback form and drop it at the designated drop box at the Public Assistance Complaint Desk located at the Municipal Hall lobby.
How Feedbacks are processed	The person in charge open the drop box and evaluate each feedback, those feedback requiring answer are forwarded to concern offices
How to file a complaint	Complaints may be filled in writing or in person to Mayor JAIME C. VILLANUEVA
How complaints are processed	Upon evaluation and investigation the LCE call the attention of both concern parties for consultation and appropriate action
Contact Information of CCB, PCC, ARTA	

FEEDBACKS/COMPLAINTS MAY BE FILED THRU:

Office	Address	Contact Information
Municipal Tourism Office	Tigbi, Tiwi, Albay	<i>John Albert C. Fabrero</i> <i>09959218531</i>



GENERAL SERVICES OFFICE

CITIZEN'S CHARTER **2021**

I. Request of vehicle for Official Use

Office or Department :	General Services Office			
Classification	Simple			
Type of Transaction:	Government to Client, Government to Government			
Who may avail :	LGU-Tiwi Municipal Employees, Officials, Tiwi Residents and Visitors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Form			Mr. Rene Cruel	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Completely fill-up the form			2 mins	Rene Cruel
Signed/Approved by GSO			2 mins	Rene Cruel

II. Request for Equipment

Office or Department :	General Services Office			
Classification	Simple			
Type of Transaction:	Government to Client, Government to Government			
Who may avail :	LGU-Tiwi Municipal Employees, Officials, Tiwi Residents and Visitors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Form			Mr. Rene Cruel	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Completely fill-up the form			2 mins	Rene Cruel

Signed/Approved by GSO			2 mins	Rene Cruel
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III. Control of PR and PO

Office or Department :	General Services Office			
Classification	Simple			
Type of Transaction:	Government to Government			
Who may avail :	LGU-Tiwi Municipal Employees, Officials, Tiwi Residents and Visitors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client will forward the complete documents	GSO will review attached documents		5-15 mins	Jonathan Belchez and Noel Cuebillas

IV. Acknowledging receipt of supplies and equipment

Office or Department :	General Services Office			
Classification	Simple			
Type of Transaction:	Government to Government			
Who may avail :	LGU-Tiwi Municipal Employees, Officials, Tiwi Residents and Visitors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Process the document of the completely delivered item to GSO according to		10-15 mins	Jonathan Belchez and Noel Cuebillas

	specification indicated in the Purchase Order, with Delivery Receipt & Attendance Sheet for Catering Service.			
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FEEDBACK AND CLIENT COMPLAINTS MECHANISM	
How to Send feedback	Answer the client feedback form and drop it at the designated drop box at the Public Assistance Complaint Desk located at the Municipal Hall lobby.
How Feedbacks are processed	The person in charge open the drop box and evaluate each feedback, those feedback requiring answer are forwarded to concern offices
How to file a complaint	Complaints may be filled in writing or in person to Mayor JAIME C. VILLANUEVA
How complaints are processed	Upon evaluation and investigation the LCE call the attention of both concern parties for consultation and appropriate action
Contact Information of CCB, PCC, ARTA	

FEEDBACKS/COMPLAINTS MAY BE FILED THRU:

Office	Address	Contact Information
General Services Office	Tigbi, Tiwi, Albay	<i>Arlene C. Recierdo 09272064077</i>



MUNICIPAL WATERWORKS OFFICE

CITIZEN'S CHARTER **2021**

MUNICIPAL WATERWORKS OFFICE

2021

I. Vision

We envision to be the leading LGU-managed water service provider in the Bicol Region primary concerned in improving the quality of life of its customers by providing excellent service through continuous supply of safe, adequate, and affordable water while engaging in environmental preservation and protection.

II. Mission

We continuously strive in improving and ensuring quality service to our customers; developing employees' dedication, competency and equality; pursuing advanced management and operation; and upholding environment stewardship.

I. Payment of Water Bills and New Water Service Connection Amortization

Office or Division:	Municipal Waterworks Office (under Office of the Mayor)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account and the amount to be paid		Waterworks Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the cashier at Municipal Treasurer's Office and present the billing statement (Statement of Account - SOA)	1. Assigned cashier for waterworks transaction reviews billing statement (Statement of Account - SOA) and the list of accounts for billing which is provided by the Account Office of Waterworks for verification, and then proceed to MTO's payment guidelines	As indicated in the Statement of Account	(To follow MTO's payment guidelines)	Cashier, Municipal Treasurer's Office (MTO)
2. Receives payment receipt (Official Receipt) from the cashier	2. Issues Official receipt to the customer	None	(To follow MTO's payment guidelines)	Cashier, Municipal Treasurer's Office (MTO)
	TOTAL:	None	(To follow MTO's payment guidelines)	

II. New Water Service Connection

Office or Division:	Municipal Waterworks Office (under Office of the Mayor)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Client
Who may avail:	Residents only
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filled out Form 1	Waterworks Office
Form 9 and amount to be paid	
Official Receipt	
* Photocopy of any valid ID with picture of the applicant or his/her authorized representative with three (3) specimen signatures	
* Photocopy of any valid ID with picture of the lot owner or his/her authorized representative with three (3) specimen signatures	
* SPECIAL POWER OF ATTORNEY (SPA), in case of absence of the principal (Notarized)	
* CERTIFICATE of Birth, Death, Marriage, Extra-Judicial Settlement, Last Will and Testament, Deed of Assignment, Acknowledgement Receipt and Secretary's Certificate to determine authority of signatories	
Attachments:	
A. PROOF OF OWNERSHIP (PHOTOCOPY)	
* ORIGINAL CERTIFICATE OF TITLE (OCT)	
* TRANSFER CERTIFICATE OF TITLE (TCT)	
* CERTIFICATE OF AWARD for Urban Poor Development Program, Project/Relocation Sites	
* CLOA (Certificate of Land Ownership Award) under Comprehensive Agrarian Reform Program (CARP)	
B. OTHER PROOF OF OWNERSHIP (PHOTOCOPY)	
* TAX DECLARATION (TD), in the name of the applicant – current year	
* DEED OF SALE with OCT, TCT or TD in the name of the previous owner	
* CONTRACT TO SELL with OCT, TCT or TD in the name of the previous owner	
* DEED OF DONATION with OCT, TCT or TD in the name of the previous owner	
* CONTRACT OF LEASE with OCT, TCT or TD in the name of the lot/property owner	
* CERTIFICATE OF INCORPORATION from SEC (if applicant is a Company or Corporation)	

<p>* ARTICLES OF INCORPORATION (if applicant is a Company or Corporation)</p> <p>C. WITH NO PROOF OF OWNERSHIP (ORIGINAL COPY)</p> <p>* AFFIDAVIT OF UNDERTAKING (Notarized)</p> <p>* BARANGAY CERTIFICATE OF RESIDENCY (Signed and Sealed)</p> <p>* FORECLOSED PROPERTY CERTIFICATION from Bank, SSS, GSIS, PAG-IBIG and others</p>				
(2) Additional Forms: Form 10 and/or Form 11, whichever is applicable				
Complete application documents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Service Assistance Desk and inquire for application for new connection, then fill out Form 1	1. Welcomes and assists applicant in filling out Form 1, conducts pre-assessment if the address being applied for with new connection is covered by the present service area (1) if found to be covered by the present service area, application is forwarded to Account Officer (2) if found to be uncovered by the present service area, applicant is advised that application is to be temporarily disapproved until further notice	None	2-3 minutes	Customer Service Assistant
2. Waits for Account Officer's pre-assessment of application	2. Conducts pre-assessment if the account being applied for with new connection is cleared of	None	3-5 minutes	Account Officer

	previous obligations in the Waterworks Office, then prepares Form 9 and forwards it along with the application to the Customer Service Assistant			
3. Receives Form 9 and proceeds to payment	3. Issues Form 9 to the Applicant	None	1-2 minutes	Customer Service Assistant
4. Presents Order of Payment (inspection) to the Cashier (MTO) and pays the required amount	4. (To follow MTO's payment guidelines)	PHP 100.00	(To follow MTO's payment guidelines)	Cashier, Municipal Treasurer's Office (MTO)
5. Presents payment receipt to the Customer Service Assistant	5. Receives OR and attaches filled out Form 1 before forwarding to Account Officer, then provides checklist of requirements to the applicant and advises the applicant to wait for the inspection report through text/call/e-mail before proceeding to submission of requirements	None	1-2 minutes	Customer Service Assistant
6. I. Wait for Account Officer's notification (text/call/e-mail) II. Preparation and completion of requirements	6. Records application for status monitoring and attaches compliance checklist, then forwards documents (Form 1, OR, Form 15) to		3-5 minutes	Account Officer

	<p>Inspector for scheduling of inspection</p> <p>Conducts inspection and prepares the assessment of fees to be paid by the applicant, and then forwards documents to the Account Officer</p> <p>(1) Consolidates and checks documents from Inspector, and then notifies the applicant (text/call/e-mail) that he/she can now submit the required documents and pay the total assessed fees (2) Prepares and issues Form 9 to the applicant indicating the description and amount of fees to be paid</p>		<p>3 days (inspection and preparation of assessment of fees)</p> <p>1 day</p>	<p>Inspector</p> <p>Account Officer</p>
<p>7. Presents Order of Payment to the Cashier (MTO) and pays the required amount</p>	<p>7. (To follow MTO's payment guidelines)</p>		<p>(To follow MTO's payment guidelines)</p>	<p>Cashier, Municipal Treasurer's Office (MTO)</p>
<p>8. (1) Submit all the requirements (2) Fills out additional forms if necessary</p>	<p>8. (1) Receives and checks submitted documents (2) Assists applicant to fill out additional form/s if necessary (3) Notifies applicant for the</p>		<p>(1) 2-3 minutes (given that submitted documents are complete) (2) 3-5 minutes (3) 1 minute</p>	<p>Account Officer</p>

	schedule of orientation seminar (by batch) and signing of Service Contract			
9. Attend the orientation seminar (as scheduled)	9. Orients applicant of the Waterworks' Policies, Rules and Regulations, Operation Procedures, and obligations of the Office and Account Holder, and then assists applicant in signing of Contract of Service		2 hours (orientation seminar is scheduled once a week every Friday)	Account Officer
10. Waits for notification (text/call/e-mail) for schedule of installation of water service connection	10. Notifies applicant of the schedule of installation of water service connection		2 days	Account Officer, Construction and Maintenance Team
11. Signing of acknowledgement (Form 7) after the water service connection is installed	11. Installation of water service connection		1-5 days (Number of days varies based on actual site conditions and factors affecting the difficulty in the installation of water service connection)	Construction and Maintenance Team
	TOTAL:			

III. Reopening of Closed Service Connection

Office or Division:	Municipal Waterworks Office (under Office of the Mayor)
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	Residents only
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

Form 9 and amount to be paid Official Receipt		Waterworks Office MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. I. Proceed to Customer Service Assistance Desk and inquire for re-opening of closed connection II. Fill out Form 3	1. I. Welcomes and assists applicant is filling out of Form 3 II. Conducts assessment of total fees to be paid including (arrears, promissory note and penalties) based from file provided by the Account Officer, then gives Order of Payment (Form 9) to the Customer for payment to the cashier	None	2-3 minutes	Customer Service Assistant
2. Presents Order of Payment (Form 9) to the Cashier (MTO) and pays the required amount	2. (To follow MTO's payment guidelines)	*PHP 150.00 (Reconnection Fee) *in addition to total assessed fees from arrears, promissory note, and penalties)	(To follow MTO's payment guidelines)	Cashier, Municipal Treasurer's Office (MTO)
3. Presents payment receipt to the Customer Service Assistant	3. Receives OR and attaches filled out Form 3 before forwarding to Account Officer		1-2 minutes	Customer Service Assistant
4. Waits for re-opening of water service connection	4. Records application for status monitoring, attachment of compliance		Re-Opening of Closed Connection: 1) Within the day of application - if application is	Account Officer

	checklist, preparation of Form 7 and forwards maintenance order to Construction and Maintenance Team for action		perfected before 12nn 2) 1 day (next day) - if application is perfected after 12nn	
5. Signing of acknowledgement (Form 7) after the water service connection is re-opened	Re-opening of water service connection		5-10 minutes	Construction and Maintenance Team
	TOTAL:			

IV. Reconnection of Disconnected Service Connection

Office or Division:	Municipal Waterworks Office (under Office of the Mayor)		
Classification:	Highly Technical		
Type of Transaction:	G2C – Government to Client		
Who may avail:	Residents only		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
<ul style="list-style-type: none"> * Photocopy of any valid ID with picture of the applicant or his/her authorized representative with three (3) specimen signatures * Photocopy of any valid ID with picture of the lot owner or his/her authorized representative with three (3) specimen signatures * SPECIAL POWER OF ATTORNEY (SPA), in case of absence of the principal (Notarized) * CERTIFICATE of Birth, Death, Marriage, Extra-Judicial Settlement, Last Will and Testament, Deed of Assignment, Acknowledgement Receipt and Secretary's Certificate to determine authority of signatories <p>Attachments:</p> <ul style="list-style-type: none"> A. PROOF OF OWNERSHIP (PHOTOCOPY) * ORIGINAL CERTIFICATE OF TITLE (OCT) * TRANSFER CERTIFICATE OF TITLE (TCT) * CERTIFICATE OF AWARD for Urban Poor Development Program, Project/Relocation Sites * CLOA (Certificate of Land Ownership Award) under Comprehensive Agrarian Reform Program (CARP) 	Waterworks Office MTO		

<p>B. OTHER PROOF OF OWNERSHIP (PHOTOCOPY)</p> <ul style="list-style-type: none"> * TAX DECLARATION (TD), in the name of the applicant – current year * DEED OF SALE with OCT, TCT or TD in the name of the previous owner * CONTRACT TO SELL with OCT, TCT or TD in the name of the previous owner * DEED OF DONATION with OCT, TCT or TD in the name of the previous owner * CONTRACT OF LEASE with OCT, TCT or TD in the name of the lot/property owner * CERTIFICATE OF INCORPORATION from SEC (if applicant is a Company or Corporation) * ARTICLES OF INCORPORATION (if applicant is a Company or Corporation) <p>C. WITH NO PROOF OF OWNERSHIP (ORIGINAL COPY)</p> <ul style="list-style-type: none"> * AFFIDAVIT OF UNDERTAKING (Notarized) * BARANGAY CERTIFICATE OF RESIDENCY (Signed and Sealed) * FORECLOSED PROPERTY CERTIFICATION from Bank, SSS, GSIS, PAG-IBIG and others 				
<p>(2) Additional Forms: Form 10 and/or Form 11, whichever is applicable</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Proceed to Customer Service Assistance Desk and inquire for application for reconnection, then fill out Form 4</p>	<p>1. Welcomes and assists applicant in filling out of Form 4, then forwards application to Account Officer</p> <p>Conducts pre-assessment if account being applied for is cleared of previous obligations in the Waterworks Office (1) If applicant has no balances, fill out Form 9 (for inspection) and advise the</p>	<p>None</p>	<p>2-3 minutes</p> <p>(1) 3-5 minutes (2) 5-10 minutes</p>	<p>Customer Service Assistant</p> <p>Account Officer</p>

	<p>applicant to proceed to the cashier, then return Form 4 to CSA</p> <p>(2) If applicant has pending balances, orient the applicant of the nature of balances and answer further queries/clarifications from the applicant accordingly, then fill out Form 9 (for inspection) and advise the applicant to proceed to the cashier, then return Form 4 to Customer Service Assistant</p>			
<p>2. Presents Order of Payment (inspection) to the Cashier (MTO) and pays the required amount</p>	<p>2. (To follow MTO's payment guidelines)</p>	<p>PHP 100.00</p>	<p>(To follow MTO's payment guidelines)</p>	<p>Cashier, Municipal Treasurer's Office (MTO)</p>
<p>3. Presents payment receipt to the Customer Service Assistant</p>	<p>3. Receives OR and attaches filled out Form 4 before forwarding to Account Officer, then provides checklist of requirements to the applicant and advises the applicant to wait for the inspection report through text/call/e-mail before proceeding to submission of requirements</p>		<p>1-2 minutes</p>	<p>Customer Service Assistant</p>

<p>4. Wait for Account Officer's notification (text/call/e-mail) (II) Preparation and completion of requirements</p>	<p>Records application for status monitoring and attaches compliance checklist, then forwards documents (Form 4, OR, Form 15) to Inspector for scheduling of inspection</p> <p>Conducts inspection and prepares the assessment of fees to be paid by the applicant, and then forwards documents to the Account Officer</p> <p>(1) Consolidates and checks documents from Inspector, and then notifies the applicant (text/call/e-mail) that he/she can now submit the required documents and pay the total assessed fees (2) Prepares and issues Form 9 to the applicant indicating the description and amount of fees to be paid</p>		<p>3-5 minutes</p> <p>3 days (inspection and preparation of assessment of fees)</p> <p>1 day</p>	<p>Account Officer</p> <p>Inspector</p> <p>Account Officer</p>
<p>5. Presents Order of Payment (inspection) to the Cashier (MTO) and pays the required amount</p>	<p>(To follow MTO's payment guidelines)</p>	<p>*PHP 300.00 (Reconnection Fee) *in addition</p>	<p>(To follow MTO's payment guidelines)</p>	<p>Cashier, Municipal Treasurer's Office (MTO)</p>

		to the assessed technical costs and those from arrears, promissory note, and penalties		
6. (1) Submit all the requirements (2) Fills out additional forms if necessary	6. (1) Receives and checks submitted documents (2) Assists applicant to fill out additional form/s if necessary (3) Notifies applicant for the schedule of orientation seminar (for connections which are deactivated for more than 6 months) and signing of Service Contract		(1) 2-3 minutes (given that submitted documents are complete) (2) 3-5 minutes (3) 1 minute	Account Officer
7. Attend the orientation seminar (as scheduled)	7. Orients applicant of the Waterworks' Policies, Rules and Regulations, Operation Procedures, and obligations of the Office and Account Holder, and then assists applicant in signing of Contract of Service		2 hours (orientation seminar is scheduled once a week)	Account Officer
8. Waits for notification (text/call/e-mail) for schedule of reconnection of water service connection	8. Notifies applicant of the schedule of reconnection of water service connection		2 days	Account Officer

9. Signing of acknowledgement (Form 7) after the water service connection is reconnected	9. Reconnection of water service connection		1-5 days (Reconnection of water service connection varies based on actual site conditions and factors affecting the difficulty in the reconnection of water service connection)	Construction and Maintenance Team
TOTAL:				

V. Request for Change of Tapping or Relocation of Meter Assembly

Office or Division:	Municipal Waterworks Office (under Office of the Mayor)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form 9 Official Receipt Additional Forms: Form 10 and/or Form 11, whichever is applicable		Waterworks Office MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Service Assistance Desk and inquire for application for Change of Tapping / Relocation of Meter Assembly, then fill out Form 5	1. Welcomes and assists applicant in filling out of Form 5 and prepares and gives Form 9 to applicant and advise applicant to proceed to the cashier	None	2-3 minutes	Customer Service Assistant
2. Presents Order of Payment (inspection) to the Cashier (MTO) and pays the required amount	2. (To follow MTO's payment guidelines)	PHP 100.00	(To follow MTO's payment guidelines)	Cashier, Municipal Treasurer's Office (MTO)

<p>3. Presents payment receipt to the Customer Service Assistant</p>	<p>3. Receives OR and attaches filled out Form 5 before forwarding to Account Officer, then provides checklist of requirements to the applicant and advises the applicant to wait for the inspection report through text/call/e-mail before proceeding to payment of total assessed fees forwarding to Account Officer</p>		<p>1-2 minutes</p>	<p>Customer Service Assistant</p>
<p>4. Wait for inspection and notification (text/call/e-mail) from Account Officer</p>	<p>4. Account Officer records application for status monitoring and attaches compliance checklist, forwards documents (Form 5, OR, Form 15) to Inspector for scheduling of inspection</p> <p>Conducts inspection and prepares the assessment of fees to be paid by the applicant, and then forwards documents to the Account Officer</p> <p>I. Consolidates and checks documents from Inspector II. Prepares Form 9 indicating the</p>		<p>2-3 minutes</p> <p>3 days (inspection and preparation of assessment of fees)</p> <p>1 day</p>	<p>Account Officer</p> <p>Inspector</p> <p>Account Officer</p>

	description and amount of fees to be paid			
5. Presents Order of Payment (inspection) to the Cashier (MTO) and pays the required amount	(To follow MTO's payment guidelines)	To be determined based on Inspector's Assessment	(To follow MTO's payment guidelines)	Cashier, Municipal Treasurer's Office (MTO)
6. Fills out additional forms if necessary	Assists applicant to fill out additional form/s if necessary		3-5 minutes	Account Officer
7. Waits for notification (text/call/e-mail) for schedule of change of tapping/relocation of water service connection	Notifies applicant of the schedule of change of tapping/relocation of water service connection		2 days	Account Officer
8. Signing of acknowledgement (Form 7) after the specified job for the water service connection is completed	Change of tapping/relocation of water service connection		1-5 days (change of tapping/relocation of water service connection varies based on actual site conditions and factors affecting the difficulty in the change of tapping/relocation of water service connection)	Construction and Maintenance Team
	TOTAL:			

VI. Application for Resizing of Service Connection

Office or Division:	Municipal Waterworks Office (under Office of the Mayor)
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Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form 9 Official Receipt Additional Forms: Form 10 and/or Form 11, whichever is applicable		Waterworks Office MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Service Assistance Desk and inquire for application for Resizing of Service Connection, then fill out Form 17	1. Welcomes and assists applicant is filling out of Form 17 and prepares ad gives Form 9 to applicant and advise applicant to proceed to the cashier	None	2-3 minutes	Customer Service Assistant
2. Presents Order of Payment (inspection) to the Cashier (MTO) and pays the required amount	2. (To follow MTO's payment guidelines)	PHP 100.00	(To follow MTO's payment guidelines)	Cashier, Municipal Treasurer's Office (MTO)
3. Presents payment receipt to the Customer Service Assistant	3. Receives OR and attaches filled out Form 5 before forwarding to Account Officer, then provides checklist of requirements to the applicant and advises the applicant to wait for the inspection report through text/call/e-mail before proceeding to payment of total assessed fees forwarding to Account Officer		1-2 minutes	Customer Service Assistant
4.	4.		2-3 minutes	Account Officer

<p>Wait for inspection and notification (text/call/e-mail) from Account Officer</p>	<p>Account Officer records application for status monitoring and attaches compliance checklist, forwards documents (Form 5, OR, Form 15) to Inspector for scheduling of inspection</p> <p>Conducts inspection and prepares the assessment of fees to be paid by the applicant, and then forwards documents to the Account Officer</p> <p>I. Consolidates and checks documents from Inspector II. Prepares Form 9 indicating the description and amount of fees to be paid</p>		<p>3 days (inspection and preparation of assessment of fees)</p> <p>1 day</p>	<p>Inspector</p> <p>Account Officer</p>
<p>5. Presents Order of Payment (inspection) to the Cashier (MTO) and pays the required amount</p>	<p>(To follow MTO's payment guidelines)</p>	<p>To be determined based on Inspector's Assessment</p>	<p>(To follow MTO's payment guidelines)</p>	<p>Cashier, Municipal Treasurer's Office (MTO)</p>
<p>6. Fills out additional forms if necessary</p>	<p>Assists applicant to fill out additional form/s if necessary</p>		<p>3-5 minutes</p>	<p>Account Officer</p>
<p>7. Waits for notification (text/call/e-mail) for schedule of resizing of water service connection</p>	<p>Notifies applicant of the schedule of resizing of water service connection</p>		<p>2 days</p>	<p>Account Officer</p>

8. Signing of acknowledgement (Form 7) after the specified job for the water service connection is completed	Resizing of water service connection		1-5 days (resizing of water service connection varies based on actual site conditions and factors affecting the difficulty in the resizing of water service connection)	Construction and Maintenance Team
	TOTAL:			

VII. Availment of Senior Citizen Discount

Office or Division:	Municipal Waterworks Office (under Office of the Mayor)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a) Proof of Identity (OSCA ID) indication the ID Number b) Proof of Account Registration (Water bills, Official Receipts, etc.) Verification from Account Officer that no other account from same account holder was granted with the privilege		OSCA Client Waterworks Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Service Assistance Desk and inquire for Availment of Senior Citizen Discount Privilege, and fill out Form 11	1. Welcomes and assists the applicant in filling out Form 11, then forwarding the application form to the Account Officer for verification and assessment of qualification	None	2-3 minutes	Customer Service Assistant
2.	2. Verification of existence and	None	3-5 minutes	Account Officer

<p>Waits for verification and result of assessment from the Account Officer</p>	<p>activity of account and assessment of qualification of applicant, then notifies the applicant immediately if qualified or not: a) if applicant is not qualified, inform the applicant of the factors/reasons of disqualification, advise the applicant to comply accordingly, and return once qualifications are met b) if applicant is qualified, provide the applicant a checklist of the requirements to be complied for enrollment</p>			
<p>3. Submits complete requirements to the Customer Service Assistant and waits for confirmation of approval of application</p>	<p>3. Consolidates submitted requirements and forwards the same to the Account Officer for final evaluation</p> <p>After final evaluation, application is forwarded to the Department Head for final review and approval</p> <p>Approval of application and returning of application to Account Officer for</p>		<p>1-2 days</p>	<p>Customer Service Assistant</p> <p>Account Officer</p> <p>Department Head</p>

	enrollment to the system Approved application is enrolled to the system and applicant is notified that the application is approved			Account Officer
4. Returns to Waterworks Office for the customer's copy of approved Form 11	4. Account Officer issues customer's copy of approved Form 11		2-3 minutes	Account Officer
	TOTAL:			

VIII. Application for Water Bill Collection Service

Office or Division:	Municipal Waterworks Office (under Office of the Mayor)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a) Proof of Identity (any valid Government Issued ID) b) Proof of Account Registration (Water bills, Official Receipts, etc.) Evaluation Report from Account Officer		Client Client Waterworks		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Service Assistance Desk and inquire for Application for Water Bill Collection Service, and fill out Form 18	1. Welcomes and assists the applicant in filling out Form 18, then forwarding the application form to the Account Officer for verification and checking of account	None	2-3 minutes	Customer Service Assistant

	information, and interview			
2. Waits for verification and result of assessment from the Account Officer, and answer the questions to be asked by the AO relative to the application	2. 1) Verification of existence and activity of account and performing of necessary action based on application whether for (I) availment of service, or (II) cancellation of service 2) Interviews applicant relative to the application 3) Provides checklist of requirements to the applicant	None	3-5 minutes	Account Officer
3. Presents payment receipt to the Customer Service Assistant, and then waits for notification from the Account Officer	3. Receives OR and attaches filled out Form 10 before forwarding of documents to Account Officer, then advises applicant to wait for notification from Account Officer Records application for status monitoring, then forwards documents (Form 17, OR, Form 15) to Inspector for scheduling of inspection Conducts inspection and		1-2 days	Account Officer Inspector Account Officer

	<p>prepares report and submit it to the Account Officer</p> <p>Consolidates documents and forwards the same to the Department Head</p> <p>Approval of application and returning of the same to Account Officer</p> <p>Approved application is enrolled to the system and applicant is notified that the application is approved</p>			<p>Department Head</p> <p>Account Officer</p>
4. Returns to Waterworks Office for the customer's copy of approved Form 10	4. Account Officer issues customer's copy of approved Form 10		2-3 minutes	Account Officer
	TOTAL:			

IX. Application for Permit for Temporary Use of Booster Pump

Office or Division:	Municipal Waterworks Office (under Office of the Mayor)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form 9 Official Receipt		Waterworks MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Proceed to Customer Service Assistance Desk and inquire for application for Permit for Temporary Use of Booster Pump, then fill out Form 10</p>	<p>1. Welcomes and assists applicant is filling out Form 10 and prepares ad gives Form 9 to applicant and advise applicant to proceed to the cashier</p>	<p>None</p>	<p>2-3 minutes</p>	<p>Customer Service Assistant</p>
<p>2. Presents Order of Payment (inspection) to the Cashier (MTO) and pays the required amount</p>	<p>2. (To follow MTO's payment guidelines)</p>	<p>PHP 100.00</p>	<p>(To follow MTO's payment guidelines)</p>	<p>Cashier, Municipal Treasurer's Office (MTO)</p>
<p>3. Presents payment receipt to the Customer Service Assistant, and then waits for notification from the Account Officer</p>	<p>3. Receives OR and attaches filled out Form 10 before forwarding of documents to Account Officer, then advises applicant to wait for notification from Account Officer</p> <p>Records application for status monitoring, then forwards documents (Form 17, OR, Form 15) to Inspector for scheduling of inspection</p> <p>Conducts inspection and prepares report and submit it to the Account Officer</p> <p>Consolidates documents and forwards the same</p>		<p>1-2 minutes</p> <p>1-2 days</p>	<p>Customer Service Assistant</p> <p>Account Officer</p> <p>Inspector</p> <p>Account Officer</p>

	to the Department Head Approval of application and returning of the same to Account Officer Account Officer issues customer's copy of approved Form 10			Department Head Account Officer
4. Returns to Waterworks Office for the customer's copy of approved Form 10	4. Account Officer issues customer's copy of approved Form 10		2-3 minutes	Account Officer
	TOTAL:			

X. Request for Reclassification

Office or Division:	Municipal Waterworks Office (under Office of the Mayor)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form 9 Official Receipt		Waterworks MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Service Assistance Desk and fill out Form 19 or Request for Reclassification	1. Assists applicant is filling out of Form 19 and prepares and gives Form 9 to applicant and advise applicant to proceed to the cashier	None	2-3 minutes	Customer Service Assistant
2. Presents Order of Payment (inspection) to the Cashier (MTO) and	2. (To follow MTO's payment guidelines)	PHP 100.00	(To follow MTO's payment guidelines)	Cashier, Municipal Treasurer's Office (MTO)

pays the required amount				
3. Presents payment receipt to the Customer Service Assistant, and then waits for notification from the Account Officer	3. Receives OR and attaches filled out Form 19 before forwarding to Account Officer, then advises applicant to wait for notification from Account Officer		1-2 minutes	Account Officer
	Account Officer records application for status monitoring and attaches compliance checklist, and then forwards documents (Form 19, OR, Form 15) to Inspector for scheduling of inspection		1-2 days	Inspector
	Conducts and prepares inspection report and recommendation indicating whether the request for reclassification is for approval or disapproval, then submits report and recommendation to the Account Officer			Account Officer
	Consolidates application form and inspection report and recommendation from the Inspector,			

	<p>then submits documents to the Department Head for final approval</p> <p>Approves/Disapproves application and returns to Account Officer for enrollment to the system and/or notification of applicant</p> <p>Enrollment of change in class to the system and/or notification of applicant of the result of application</p>			<p>Department Head</p> <p>Account Officer</p>
	TOTAL:			

XI. Change of Name

Office or Division:	Municipal Waterworks Office (under Office of the Mayor)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>a) Proof of Identity (any valid Government Issued ID)</p> <p>b) Proof of Account Registration (Water bills, Official Receipts, etc.)</p>		Client		
Evaluation Report from Account Officer		Waterworks Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Service Assistance Desk and inquire for Application for Change of Name, and fill out Form 20	1. Welcomes and assists the applicant in filling out Form 20, then forwarding the application form to the Account Officer for verification and assessment of qualification	None	2-3 minutes	Customer Service Assistant

<p>2. Waits for verification and result of assessment from the Account Officer, and answer the questions to be asked by the AO relative to the application</p>	<p>1) Verification of existence and activity of account and performing of necessary action based on the nature of application whether due to (I) change of name of owner, or (II) change of ownership 2) Interviews applicant relative to the application 3) Provides checklist of requirements to the applicant</p>	<p>None</p>	<p>2-3 minutes</p>	<p>Account Officer</p>
<p>3. Submits complete requirements to the Customer Service Assistant and waits for confirmation of approval of application</p>	<p>3. Consolidates submitted requirements and forwards the same to the Account Officer for final evaluation</p> <p>After thorough evaluation, application is forwarded to the Department Head for final review and approval</p> <p>Approval of application and returning of the same to Account Officer for updating to the system</p> <p>Name of account is updated in the system and applicant is notified that the application is</p>	<p>None</p>	<p>1-2 days</p>	<p>Customer Service Assistant</p> <p>Account Officer</p> <p>Department Head</p> <p>Account Officer</p>

	approved and completed			
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XII. Voluntary Closure/Disconnection

Office or Division:	Municipal Waterworks Office (under Office of the Mayor)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Service Assistance Desk and inform the Customer Service Assistant of the nature of complaint, fill out Form 6, and undergo interview and reorientation concerning the policies and procedures in resolving high consumption complaints	1. Assists applicant is filling out of Form 6 and interviews customer about the nature of complaint and other important details, and reorients customer of the policies and procedures in resolving high consumption complaints	None	2-3 minutes	Customer Service Assistant
2. Waits for the maintenance team to conduct investigation	Waits for the maintenance team to conduct investigation	None	1 day	Customer Service Assistant
3. Witness investigation and follow advice of maintenance team based on the investigation result	(I) Conducts investigation, meter accuracy testing, and hydrotesting to determine possible cause of high consumption, (II) Explains to the complainant the result of investigation whether high consumption is due to:	None	1-2 days	Construction and Maintenance Team

	<p>A. Meter Leak B. Over-Registering Water Meter C. Service Line Leak (after the water meter) D. Increase in Actual Consumption (III) Forwards investigation report to the Customer Service Assistant, and requests for materials if high consumption is as stated in II.A or II.B.</p>			
<p>(I) Waits for the completion of work (and signs acknowledgement), and/or (II) Waits for the advice (text/call/e-mail) of Account Officer for the charges incurred for the investigation or adjustment in water bills, if any</p>	<p>(I) Replacement of water meter due to meter leak, over-registry, or under-registry as a result of the conducted investigation (II) Advices the customer that water bill adjustments and/or meter testing fee will be charged to the customer's next bill, depending on the result of investigation conducted</p>	<p>PHP 75.00 (Meter Testing Fee: if meter is found to be within accuracy which is to be charged to the complainant's next water bill)</p>	<p>1-2 days</p>	<p>(I) Construction and Maintenance Team (II) Account Officer</p>

XIII. High Consumption Complaint/Re-Reading

Office or Division:	Municipal Waterworks Office (under Office of the Mayor)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Proceed to Customer Service Assistance Desk and inform the Customer Service Assistant of the nature of complaint, fill out Form 6, and undergo interview and reorientation concerning the policies and procedures in resolving high consumption complaints</p>	<p>1. Assists applicant is filling out of Form 6 and interviews customer about the nature of complaint and other important details, and reorients customer of the policies and procedures in resolving high consumption complaints</p>	<p>None</p>	<p>2-3 minutes</p>	<p>Customer Service Assistant</p>
<p>2. Waits for the maintenance team to conduct investigation</p>	<p>Waits for the maintenance team to conduct investigation</p>	<p>None</p>	<p>1 day</p>	<p>Customer Service Assistant</p>
<p>3. Witness investigation and follow advice of maintenance team based on the investigation result</p>	<p>(I) Conducts investigation, meter accuracy testing, and hydrotesting to determine possible cause of high consumption, (II) Explains to the complainant the result of investigation whether high consumption is due to: A. Meter Leak B. Over-Registering Water Meter C. Service Line Leak (after the water meter) D. Increase in Actual Consumption (III) Forwards investigation report to the Customer Service</p>	<p>None</p>	<p>1-2 days</p>	<p>Construction and Maintenance Team</p>

	Assistant, and requests for materials if high consumption is as stated in II.A or II.B.			
(I) Waits for the completion of work (and signs acknowledgement), and/or (II) Waits for the advice (text/call/e-mail) of Account Officer for the charges incurred for the investigation or adjustment in water bills, if any	(I) Replacement of water meter due to meter leak, over-registry, or under-registry as a result of the conducted investigation (II) Advices the customer that water bill adjustments and/or meter testing fee will be charged to the customer's next bill, depending on the result of investigation conducted	PHP 75.00 (Meter Testing Fee: if meter is found to be within accuracy which is to be charged to the complainant's next water bill)	1-2 days	(I) Construction and Maintenance Team (II) Account Officer

XIV. Leakage, Water Supply, Pressure, and Quality Complaints

Office or Division:	Municipal Waterworks Office (under Office of the Mayor)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Service Assistance Desk to report complaint, then fill out Form 6	Assists applicant is filling out of Form 6, then advices complainant to wait for the maintenance team to take action	None	2-3 minutes	Customer Service Assistant
2. Waits for Maintenance Team's action	Records complaint for monitoring and forwards complaint to the maintenance team for investigation and proper action	None	Minor Leakage : 2-3 days Major Leakage : Depending on the extent of damage	Customer Service Assistant

	Conducts investigation, repairs, or trouble shooting depending on the nature of complaint, then returns maintenance order to the Customer Service Assistant for recording		Water Supply, Pressure, and Quality : Depending on the cause of issue and possible extent of damage	Construction and Maintenance Team
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XV. Report for Illegal Connection and Unauthorized Water Supply-Related Activities

Office or Division:	Municipal Waterworks Office (under Office of the Mayor)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Government-issued valid ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Service Assistance Desk to report suspected illegal activity, then fill out Form 6	Assists applicant is filling out of Form 6, conducts further interview with the customer, then advises customer to wait for the maintenance team to take action, then forwards maintenance order to the Account Officer	None	2-3 minutes	Customer Service Assistant
2. Wait for Office's action	Records report, conducts assessment of the previous activities and history of the account being reported, and then forwards	None	5-10 minutes	Account Officer

	<p>documents to the Department Head</p> <p>Approves maintenance order and request for investigation to be conducted, then return documents to the Account Officer</p> <p>Forwards maintenance order to the ICDAT for investigation and proper action</p> <p>(I) Coordinate with the barangay official and/or police for possible assistance in case of presence of tension or danger (II) Conducts investigation and/or apprehension procedures, advises the violator to report to Waterworks Office for clarifications and procedures in payment of charges and clearance of account records, then submits report along with the documentations to the Account Officer</p> <p>Consolidates submitted investigation files, and then forwards</p>		<p>2-3 minutes</p> <p>2-3 minutes</p> <p>Time may vary depending on the availability of security assistance personnel and type of illegal activity to be investigated and apprehended</p> <p>30-60 minutes</p>	<p>Department Head</p> <p>Account Officer</p> <p>Illegal Connection Detection and Apprehension Team (ICDAT)</p> <p>Account Officer</p>
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	<p>documents to Inspector</p> <p>Prepares assessment of damages and other costs incurred for the apprehension of the said illegal activity, then returns documents along with the assessment to the Account Officer</p> <p>Consolidates all investigation files and wait for the appearance of violator and payment of damages. If violator do not appear before the Office despite being notified, the documents are forwarded to the Department Head for proper legal action and filing of case</p> <p>(1) If settlement has been made through payment of charges and fines, documents for clearance for the violator and incentives to reporter and apprehension team are to be prepared and submitted to Department Head for approval</p> <p>(2) If settlement has not been made, the</p>		<p>1 day</p> <p>(1) 15-20 minutes (2) 2-3 minutes</p>	<p>Inspector</p> <p>(1) Cashier (MTO) , Account Officer (Waterworks) (2) Account Officer (Waterworks)</p>
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	<p>documents are then forwarded to the Department Head for further legal action</p> <p>(1) Signs clearance and request for incentive, then returns document to the Account Officer</p> <p>(2) Forwards documents to the proper higher office for case filing following existing and applicable court procedures</p>		<p>(1) 2-3 minutes (2) 5-10 minutes</p>	<p>Department Head</p>
<p>Reports to Waterworks Office and receive incentive</p>	<p>Updates record of the violator and inform the violator that the clearance was approved, likewise, informs the reporter to report to the office to receive the incentive.</p>		<p>5-10 minutes</p>	<p>Account Officer</p>

FEEDBACK AND CLIENT COMPLAINTS MECHANISM	
How to Send feedback	Answer the client feedback form and drop it at the designated drop box at the Public Assistance Complaint Desk located at the Municipal Hall lobby.
How Feedbacks are processed	The person in charge open the drop box and evaluate each feedback, those feedback requiring answer are forwarded to concern offices
How to file a complaint	Complaints may be filled in writing or in person to Mayor JAIME C. VILLANUEVA
How complaints are processed	Upon evaluation and investigation the LCE call the attention of both concern parties for consultation and appropriate action
Contact Information of CCB, PCC, ARTA	

FEEDBACKS/COMPLAINTS MAY BE FILED THRU:

Office	Address	Contact Information
Municipal Waterworks Office	Tigbi, Tiwi, Albay	<i>Engr. Alfie Banta 09981743812</i>



BUSINESS PERMIT AND LICENSING OFFICE

CITIZEN'S CHARTER 2021

MGA HAKBANG SA PAGKUHA NG BUSINESS LICENSE AT MAYOR'S PERMIT

Please Follow these steps:	Client	Requirements to prepare	Please approach:	This will take:	Fees & Charges
Hakbang 1	Sa mga mag-aaply (NEW or RENEWAL) ng Business License at Mayor's Permit, pumunta sa Mayor's Office o BPLO Section para makakuha ng Business Application Form at punan ito para makapunta sa sunod na hakbang.	<ul style="list-style-type: none"> ➤ Unified Form ➤ DTI Certificate of Registration for Single Proprietorship ➤ SEC Registration for Corporation and Partnership ➤ CDA for Cooperative ➤ BMBE ➤ DOLE Certification 	<ul style="list-style-type: none"> ➤ Merla F. Cestina (BPLO Designate) ➤ Albert C. Dacullo BPLO Staff 	15 minutes	None
Hakbang 2	Dalhin sa opisina ng Municipal Treasurer ang mga papeles para maasess, maaprobahan at bayaran ang Business Tax, Fire Safety Fees at iba pang regulatory fees.	<ul style="list-style-type: none"> ➤ Filled up Application Form ➤ New – Basis for Computing Capitalization/ Investment ➤ RENEWAL – Basis of Income for Computing Taxes, Fees & Charges <ul style="list-style-type: none"> ❖ Monthly / Quarterly Income Tax (if applicable) ❖ Annual Income Tax Return, previous year (if applicable) ❖ Gross Income (previous year) 	<ul style="list-style-type: none"> ➤ Sofio Teotimo C. Pacis (Window 5) Backroom: <ul style="list-style-type: none"> ❖ Amie C. Castelo Municipal Treasurer ❖ Annalie C. De Guzman (Window 2 - Real Property Tax Clearance) ❖ Muriel M. Clutario (Window 3 - Cedula o iba pang regulatory fees) ❖ BFP Staff 	1 to 2 Hours	Municipal Tax Code Fire Code
Hakbang 3	Dalhin ang resibo at iba pang kailangang papeles sa BPLO Section na nasa Mayor's Office para maproseso at maaprubahan ni Mayor Jaime C. Villanueva ang Mayor's Permit & Business License Kunin ang aprobadong Mayor's/Business Permit	<ul style="list-style-type: none"> ❖ Official Receipt ❖ Barangays Clearance for Business (from the place where business is located) ❖ Community Tax Certificate ❖ Occupancy Permit (if required by local laws) ❖ Health Clearance (if applicable) ❖ Sanitary Permit ❖ Real Property Tax Clearance / Certification of No Property ❖ Real Property Tax Payment/Clearance on Property/ies being rented / leased (where the business is located) ❖ Fire Safety Inspection Certificate ❖ Business Permit of Lessor ❖ All documents in Step 1 & 2 <p>FOR MARKET STALL HOLDERS:</p> <ul style="list-style-type: none"> ❖ Approved Leased Contract ❖ Market Clearance / Stall Rental Clearance 	<ul style="list-style-type: none"> ➤ Merla F. Cestina (BPLO Designate) ➤ Albert C. Dacullo BPLO Staff <p>BOSS Backroom:</p> <ul style="list-style-type: none"> ❖ Barangay ❖ MHO ❖ Sanitary Inspector ❖ BIR (Documentary Stamp) ❖ MASSO ❖ Market Supervisor ❖ MTO ❖ BPLO 	1 to 2 Hours	None

Tala: Sa pag isyu ng Mayor's Permit at Business License, kung ang aplikante ay hindi pa kumpleto ang hinihinging papeles ng BPLO, sila ay binibigyan ng siyamnapung araw (90 days) para makumpleto niya ang lahat ng hinihinging dokumento at kung hindi makabigay, ang inisyung lisensya ay kakanselahin.

FEEDBACK AND CLIENT COMPLAINTS MECHANISM

How to Send feedback	Answer the client feedback form and drop it at the designated drop box at the Public Assistance Complaint Desk located at the Municipal Hall lobby.
How Feedbacks are processed	The person in charge open the drop box and evaluate each feedback, those feedback requiring answer are forwarded to concern offices
How to file a complaint	Complaints may be filled in writing or in person to Mayor JAIME C. VILLANUEVA
How complaints are processed	Upon evaluation and investigation the LCE call the attention of both concern parties for consultation and appropriate action
Contact Information of CCB, PCC, ARTA	

FEEDBACKS/COMPLAINTS MAY BE FILED THRU:

Office	Address	Contact Information
Business Permit and Licensing Office	Tigbi, Tiwi, Albay	<i>Merla Cestina 09167671902</i>