

Republic of the Philippines
Province of Iloilo

MUNICIPALITY OF MIAGAO

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Tel nos.: (033) 3158050/ (033) 5138826



CITIZENS' CHARTER

MUNICIPALITY OF MIAGAO
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JUL 16 2018

OFFICE OF THE SANGGUNIANG BAYAN

EXCERPT FROM THE MINUTES OF THE 28TH REGULAR SESSION FOR CALENDAR YEAR 2018 OF THE THIRTEENTH (CY2016-2019) SANGGUNIANG BAYAN OF THE MUNICIPALITY OF MIAGAO, PROVINCE OF ILOILO HELD ON JULY 12, 2018 AT THE SESSION HALL OF THE MUNICIPAL LEGISLATIVE BUILDING

- PRESENT:**
- Hon. Jose Angelo P. Molejona - SB Member
 - Hon. Luningning S. Tuparan - SB Member
 - Hon. Ramon M. Nismal, Jr. - SB Member
 - Hon. Carmelo N. Nochete - SB Member
 - Hon. Ma. Salve N. Pechayco - SB Member
 - Hon. Gemma S. Nulada - SB Member
 - Hon. Mario Thomas Nicolas P. Torrecampo - SB Member
 - Hon. Chelsea M. Nagaynay - SB Member/SKMF President
- ON O.B.:** Hon. Leonardo N. Naldoza - Vice Mayor (*Acting Mun. Mayor*)

ABSENT: None

RESOLUTION NO. 2018-124

RESOLUTION ADOPTING THE UPDATED CITIZEN'S CHARTER OF THE MUNICIPALITY OF MIAGAO, PROVINCE OF ILOILO

[Sponsored by: HON. JOSE ANGELO P. MOLEJONA]

"WHEREAS, Republic Act No. 9485, otherwise known as the Anti-Red Tape Act, which aims to eliminate fixers, cut red tape and improve frontline services in government transactions, requires all government agencies to create a Citizen's Charter – a detailed list of all frontline services, step-by-step procedures, schedule of fees and other pertinent information;

WHEREAS, in compliance thereto the municipality drafted its Citizen's Charter which includes frontline offices such as the treasurer's office, assessor's office and business permit and licensing unit after a series of seminar-workshops which was subsequently adopted by the municipality per Sangguniang Bayan Resolution No. 2009-042;

WHEREAS, the said Citizen's Charter was updated to be more responsive to the present needs of the public and the Sangguniang, seeing the importance of such pledge to transparency, efficiency and effectiveness in local governance and its positive effect upon its constituency, deems to adopt the updated Citizen's Charter;

NOW, THEREFORE, on motion of Hon. Jose Angelo Molejona and jointly seconded by Hon. Gemma Nulada and Hon. Luningning Tuparan;

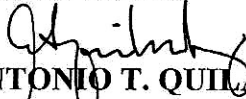
RESOLVED, to adopt the Updated Citizen's Charter of the Municipality of Miagao, Province of Iloilo;

RESOLVED, FINALLY, to furnish copy of this resolution to the Office of the Municipal Mayor, the Civil Service Commission, the Office of the Municipal Local Government Operations Officer and others concerned for information and guidance;

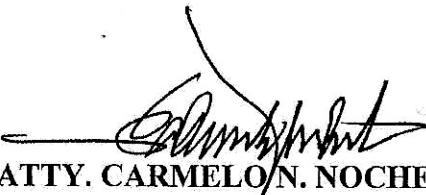
UNANIMOUSLY APPROVED.”

XXXXXXXX

Certified Correct:


ANTONIO T. QUILANTANG
Secretary to the Sangguniang Bayan

Attested and certified
to be duly adopted :


ATTY. CARMELO N. NOCHETE
Sangguniang Bayan Member
Temporary Presiding Officer



EXECUTIVE ORDER NO. 2018-048

**AN ORDER IMPLEMENTING THE CITIZENS' CHARTER OF THE
MUNICIPALITY OF MIAGAO**

WHEREAS, Republic Act No. 9485 otherwise known as the "Anti-Red Tape Act of 2007" has declared as a policy of the State the promotion of integrity, accountability, proper management of public affairs and public property as well as the establishment of effective practices aimed to prevent graft and corruption in the government;

WHEREAS, in order to uphold this policy, the local government units have been mandated by RA No. 9485 to set up a service standard known as the Citizens' Charter in the form of information billboards which should be posted at the most conspicuous places in the Municipality, and in the form of published materials written in English, Filipino or in the local dialect;

WHEREAS, a Steering Committee and a Task Force had been created and had served and participated as primary advisory bodies to the local chief executive identifying offices rendering frontline service to the public and in the drafting and creation of the Citizens' Charter of the said offices;

NOW, THEREFORE, I, Leonardo N. Naldoza, Acting Municipal Mayor of Miagao, Iloilo by virtue of the powers vested upon me by Law, do hereby order the implementation of the Citizens' Charter of the different offices of the Local Government Unit of Miagao, Iloilo, copy of which is herein attached.

DONE this 10th day of July 2018 at Miagao, Iloilo, Philippines.


LEONARDO N. NALDOZA
Acting Municipal Mayor

VISION

A Local Government unit that is transparent, accountable and responsive to its constituency through proper management of public affairs and public property manned by competent, honest and responsible officials and employees

MISSION

To achieve an efficient, effective and transparent governance that is highly responsive to the needs of the public by promoting integrity, accountability, proper management of public affairs and public property and establishment of effective practices aimed at the prevention of graft and corruption in government and taking appropriate measures to promote transparency which shall encompass a program for the adoption of simplified procedures that will reduce red tape and expedite transactions in the local government.

Performance Pledge

We, the officials and employees of the Municipality of Miagao, commit to:

- M – Make ourselves available from Mondays to Fridays, 8:00 a.m. to 5:00 p.m. as public service providers with
- I – Integrity and credibility
- A – Aspiring for
- G – Good governance
- A – And a God-centered Municipality, working for
- O – Outstanding and quality service to all Miagawanons.

This we pledge, because YOU deserve the best.

LIST OF FRONTLINE SERVICES

OFFICE OF THE MUNICIPAL MAYOR

1. Issuance of Mayor's Clearance for Tricycle Franchise & Job Employment
2. Medical/Financial/Livelihood Assistance
3. Issuance of Certificate of Good Moral Character, Referrals, Endorments

OFFICE OF THE MUNICIPAL MAYOR (TOURISM)

1. Provision and Regulation of Tourism Facilities
 - *For Private Use
 - *For Official Use

OFFICE OF THE MUNICIPAL MAYOR (LICENSING UNIT)

1. Issuance of Business Permit
2. Issuance of Mayor's Permit
3. Issuance of Permit for Popular/Benefit Dance

OFFICE OF THE SANGGUNIANG BAYAN

1. Applying for Franchise to operate tricycle for hire
2. Requesting for copies of resolutions, ordinances and other public document

OFFICE OF THE MUNICIPAL TREASURER

1. Payment of Real Property Tax
2. Assessment of Business Tax
3. Payment of Fees and Charges

OFFICE OF THE MUNICIPAL ASSESSOR

1. Request for Certification of Land Holdings/Properties
2. Request for Certified True Copy of Tax Declaration/Sketch Plan
3. Request for Simple Transfer of Real Property

OFFICE OF THE MUNICIPAL HEALTH OFFICER

1. Outpatient Consultation/Physical Examination
2. Management of minor surgical cases
3. Treatment of Emergency of life-threatening cases
4. Securing a Health/Medical Certificate
5. Securing Sanitary Permit for Business Permit

OFFICE OF THE MUNICIPAL CIVIL REGISTRAR

1. Issuance of Birth Certificate
 - *For late registration
2. Issuance of Marriage License

*For marriage to be solemnized by the Mayor

3. Issuance of Death Certificate
4. Correction of Clerical Error
5. Change of First Name
6. Issuance of Vital events in security paper (SecPa)

OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICER

1. Assistance to the needy and displaced individual in times of crisis
2. Issuance of Senior Citizens, PWDs and Solo Parent's ID
3. Preparation of Social Case Study Reports
4. Livelihood Assistance
5. Conduct of Counseling to Marriage License Applicants, Minors and Disadvantaged Women
6. Assistance to Needy Youth/Minors and Disadvantaged Women

OFFICE OF THE MUNICIPAL ENGINEER

1. Securing a Building Permit
2. Securing an Occupancy Permit

OFFICE OF THE MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR

1. Issuance of Zoning Clearance

OFFICE OF THE MARKET SUPERVISOR

1. Issuance of Business Permit and Lease Contract
2. Revenue Collection

OFFICE OF THE MUNICIPAL AGRICULTURIST

1. Application for Fishery Project
2. Registration of Municipal Fishing Vessels

MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE

1. Request for Certificate of Training on Solid Waste Management
2. Request for Certification to transport of lumber and charcoal and letter of no objection

MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

1. Emergency Response
2. Non-Emergency Transport (within and outside the Municipality)
3. Issuance of Certification of Disaster and Calamity victims (for insurance claims)

FEEDBACK AND REDRESS MECHANISMS

Please let us know how we have served you by doing any of the following:

- Accomplish our Feedback form/s available in every Office and in the Box 724 Shelves near the Public Assistance and Complaints Desk at the Lobby of the Municipal Building. Put in the drop box (Box 724) your accomplished feedback form.

or

- Send your feedback through:

website : www.miagao.gov.ph
email address: mayor@miagao.gov.ph / webmaster@miagao.gov.ph
Tel nos.: (033) 3158050/ (033) 5138826
Loc 101 or 102

- Talk to our Officer of the Day

- If you are not satisfied with our service, your written/verbal complaints shall immediately be attended to by the Officer of the Day at the Public Assistance and Complaints Desk

- Thank you for helping us continuously improve our services.

OFFICE OF THE MUNICIPAL MAYOR

EXECUTIVE SERVICES

SECURING SERVICES AT THE OFFICE OF THE MUNICIPAL MAYOR

MAYOR'S CLEARANCE

About the Service

Individuals are required to secure a Mayor's Clearance in their application for tricycle franchise and job employment.

REQUIREMENTS:

- Original Copy of Barangay Clearance
- Original Copy of Police Clearance
- Original Copy of Court Clearance
- Official Receipt from the Municipal Treasurer's Office

FEES:

Mayor's Clearance PhP 55.00

HOW TO AVAIL/FLOW CHART

STEP	CLIENT	OFFICE ACTIVITY	DURATION OF ACTIVITY	PERSON IN CHARGE
1	-Clients submits documents required	Receives, records and interview clients	10 minutes	ADORA B. MANDE/ ANALIZA M. GENILLE
2		Prepares the clearance	10 minutes	ADORA B. MANDE Administrative Officer II ANALIZA M. GENILLE Assessment Clerk II
3		Municipal Mayor approves the clearance	Time depends on the availability of the Mayor	MACARIO N. NAPULAN, M.D. Municipal Mayor
4	Clients leaves one copy with the Records Section for file	Release of the clearance -Mayor's Staff releases the clearance to the client	1 minute	ANALIZA M. GENILLE Assessment Clerk II

MEDICAL/FINANCIAL/ LIVELIHOOD ASSISTANCE

About the Service

Health and poverty alleviation has become the primary concern of the local government of Miagao. To address this, the Local Chief Executive has provided funds to implement programs, projects and activities relative to this concern.

REQUIREMENTS:

- Medical prescription/ Medical Certificate/ referral Form from the attending physician
- Certification/ endorsement from the Punong Barangay (OPTIONAL)

HOW TO AVAIL/FLOW CHART

STEP	CLIENT	OFFICE ACTIVITY	DURATION OF ACTIVITY	PERSON IN CHARGE
1	Clients submits documents required to the receiving employee-in-charge	Filing/ Recording of Request -Mayor's Staff receives the documents required from the client		JAYCON P. MOMVILLE
2		-Approval of the Municipal Mayor or Municipal Administrator Municipal Mayor/ Municipal Administrator approves the request for medical/ financial/ or livelihood assistance		MACARIO N. NAPULAN, M.D. Municipal Mayor
3	Client proceeds to the concerned office for assistance	MSWDO/ Office of the Municipal Agriculturist		
4	Client receives assistance			

CERTIFICATE OF GOOD MORAL CHARACTER, REFERRALS, OR ENDORSEMENT

About the Service

Recommendations and Certificate of Good Moral Character are needed in the application for job employment. In particular the PNP, AFP, teacher applicants and students often avail of these services.

On the other hand, endorsement of resolutions is often sought by Punong Barangays and School Heads in their request for funding assistance to higher authorities (eg. governor, senators, etc.) on projects. Complaints and other communications are also endorsed.

REQUIREMENTS:

(For the Certificate of Good Moral Character/ Recommendation)

- Copy of biodata, application letter and other pertinent documents
- Barangay Certification (Stating that the client is a resident of the barangay and has no derogatory record)

(For the Certificate of Good Moral Character/ Recommendation)

- Documents to be endorsed

HOW TO AVAIL/FLOW CHART

STEP	CLIENT	OFFICE ACTIVITY	DURATION OF ACTIVITY	PERSON IN CHARGE
1	<p>Clients submits documents required to the receiving employee-in-charge</p> <p>Filing/ Recording of Request</p>	Mayor's Staff receives the documents required from the client	3 minutes	JAYCON P. MOMVILLE
2		<p>Preparation of the Certificate/ Recommendation/ Endorsement</p> <p>Mayor's Staff prepares the Certificate/ Recommendation/ Endorsement</p>	10 minutes	<p>JAYFEL F. CONATO</p> <p>Administrative Aide IV</p>
3	<p>Client proceeds to the concerned office for assistance</p> <p>Approval of the Municipal Mayor</p>	Municipal Mayor approves the Certificate/ Recommendation/ Endorsement	Time depends on the availability of the Mayor	<p>MACARIO N. NAPULAN, M.D.</p> <p>Municipal Mayor</p>
4	<p>Clients leaves one copy with the Records Section for file</p>	<p>Release of the Clearance</p> <p>The clearance/ recommendation/ endorsement is released to the client</p>	5 minutes	<p>ANALIZA M. GENILLE</p> <p>Assessment Clerk II</p>

Republic of the Philippines
Province of Iloilo
Municipality of Miagao
Office of the Mayor
MUNICIPAL TOURISM OFFICE

CITIZENS' CHARTER

The Municipal Tourism Office is a division of the Office of the Mayor created by the latter through Administrative Order No. 2007-05. Its mandate is to *"....provide leadership in matters concerning local tourism, culture, the arts, information services, library services, and press/media relation in so far as they aid the socio –economic development of the Municipality of Miagao."*

Vision : A fully-operational local tourism industry wherein the public (government) and private sector

Collaborate to provide clients and constituents with necessary tourism products and services

Mission: 1.To map, package, develop, market and conserve the tourism assets and potentials of the of the municipality

2. To consolidate and channel local cultural and artistic concerns towards the enhancement of the town's tourism worthiness

3. To provide leadership and coordination in the implementation of programs and projects for the provision and regulation of the infrastructures, facilities, and equipment

4 To encourage, assist, monitor, and regulate private sector entrepreneurship of tourism – related enterprises

5. To implement or provide leadership in emergent, related activities, programs, or projects

Frontline

Service : At present, the office takes charge of the provision and regulation of tourism facilities, Namely: the Justice Ramon B. Britanico Hall and Miagao Public Plaza for both official and private use.

**Schedule
of Availability**

of Service: Monday to Friday 8:00 a.m. to 5:00p.m.

Procedure/Process

A. For private use:

Step	Client	Office	Activity	Duration	Person-in-Charge
1	Applicant	GSO	Date verification and signing of terms and conditions		Jerrah Mar Gerale
2	Applicant	MTO	Assessment and payment		Anthony Selorio/ John Nocal
3	Applicant	Tourism	Booking and endorsement	15 mins	Anthony Selorio/ John Nocal
4	Applicant	Mayor	Approval		Mayor
5	Applicant	Tourism	3rd copy submission	1 min	Anthony Selorio/ John Nocal

B. For official Use:

Step	Client	Office	Activity	Duration	Person-in-Charge
1	Requesting Office	GSO	Date verification		Jerrah Mar Gerale
2	Requesting Office	Tourism	Booking and endorsement	15 mins	Anthony Selorio/ John Nocal
3	Applicant	Mayor	Approval		Mayor
4	Applicant	Tourism	3rd copy submission	1 min	Anthony Selorio/ John Nocal

**Office of the Municipal Mayor
Licensing Unit**

CITIZEN'S CHARTER

I. MISSION

"To become a Dependable Service Provider for a Progressive Miagao"

II. SERVICES

1. Issuance of Business Permit
2. Issuance of Mayor's Permit
3. Issuance of permit for popular dance/benefit dance

III. Schedule of Availability of the Service

8:00 AM – 12:00 NOON (Monday- Friday)

1:00 PM – 5:00 PM

Total Processing time: One (1) to Two (2) Working Days

How to Avail of the Service

1. Issuance of Business Permit

A. Requirements for NEW Business Permit

1. Barangay clearance
2. SEC/DTI/CDA Certificate of Registration, Articles of Partnership
3. Sanitary and Medical clearances
4. Police Clearance
5. Solid waste Management certificate
6. Building/Occupancy Permit
7. Zoning clearance
8. FSIC

B. Requirements for RENEWAL of Business Permit

1. Approved last year Business Permit/ Previous SOA
2. Barangay clearance
3. SEC/DTI/CDA Certificate of Registration, Articles of Partnership
4. Sanitary and Medical clearances
5. Police Clearance
6. Solid waste Management Certificate
7. If needed, approved new lease of contract duly notarized
8. FSIC

	STEPS/PROCEDURES	TIME NEEDED	OFFICE/PERSON RESPONSIBLE
1	FILE -Filing of duly accomplished Unified form together with COMPLETE requirements for new/renewal of business permit.	5 MINUTES	Stephen N. Intal Rita F. Hiponia Noreen N. Nordista
2	PAY – Client proceeds to the Office of the Municipal Treasurer for Assessment and payment of clearances, taxes & fees, except for FSIC.	10 MINUTES	Aimee Marie Modoc Derwin M. Nepucpan Ninfa M. Momblan
3	RELEASE -Client presents proof of payment to the Licensing Unit for the preparation of Mayor's Permit, then Office of the Mayor for signature	10 MINUTES 5 MINUTES	Stephen N. Intal Rita F. Hiponia Hon. Macario N. Napulan, MD.

2. Issuance of Mayor's Permit

REQUIREMENTS

1. Barangay clearance
2. Police Clearance
3. SB Approved franchise (for Tricycle for Hire)
4. Approved endorsement of Barangay and Fishery in charge (for Fishery permit)
5. PESO approved request (for special recruitment activity)

	STEPS/PROCEDURES	TIME NEEDED	OFFICE/PERSON RESPONSIBLE
1	Proceed to the Licensing unit for preparation of a permit	5 MINUTES	Stephen n. Intal Rita F. Hiponia
2	Payment of Fees and Charges	10 MINUTES	Aimee Marie Modoc Derwin M. Nepucpan
3	Proceed to Mayor's Office for approval and signature	5 MINUTES	Hon. Macario N. Napulan, MD.

3. Issuance of Permit for Popular /Benefit Dance

REQUIREMENTS: Barangay, SK Organization or Association Approved Resolution

	STEPS/PROCEDURES	TIME NEEDED	OFFICE/PERSON RESPONSIBLE
1	Proceed to the Licensing unit for preparation of a permit	5 MINUTES	Stephen n. Intal Rita F. Hiponia
2	Payment of Fees and Charges	10 MINUTES	Aimee Marie Modoc Derwin M. Nepucpan
3	Proceed to Mayor's Office for approval and signature	5 MINUTES	Hon. Macario N. Napulan, MD.

We maintain a **Business One Stop Shop** policy wherein processing of the business permit is done under one roof and will take you a few steps only of doing the rounds within the municipal building premises.

VISION

A local government unit that is transparent, accountable and responsive to its constituency through proper management of public affairs and public property manned by competent, honest and responsible officials and employees.

MISSION

To achieve an efficient, effective and transparent governance that is highly responsive to the needs of the public by promoting integrity, accountability, proper management of public affairs and public property and establishment of effective practices aimed at the prevention of graft and corruption in government and taking appropriate measures to promote transparency which shall encompass a program for the adoption of simplified procedures that will reduce red tape and expedite transactions in the local government.



The Secretary

CITIZEN'S CHARTER

REQUESTING FOR COPIES OF RESOLUTIONS, ORDINANCES AND OTHER PUBLIC DOCUMENTS

ABOUT THE SERVICE

The Office of the Secretary to the Sangguniang Bayan is the depository of all records of the Sangguniang Bayan, such as resolutions, ordinances journals and minutes of the said office.

Most of the documents in the custody of the Secretary are public in character, copies of which are available within a reasonable period of time upon request and payment of the necessary fees to cover administrative costs pursuant to the Municipal Revenue Code of 2003, as amended.

REQUIREMENTS

- Request for the public document, preferably written
- Official Receipt as proof of payment for the necessary fees

AVAILMENT

PROCEDURE	DURATION	PERSONNEL IN-CHARGE
Step 1.		
Submit request to the office and secure assessment for the required fee/s	1 minute	Antonio Quilantang Rosan Famatid
Step 2.		
Pay the prescribed fee/s to the Office of the Municipal Treasurer	Depends upon the concerned office	MTO Personnel
Step 3.		
Present the Official Receipt to the Office of the Secretary to the Sangguniang Bayan to get the requested document/s	10 minutes (unless document is already archived)	Antonio Quilantang Rosan Famatid



The Secretary

CITIZEN'S CHARTER

APPLYING FOR FRANCHISE TO OPERATE TRICYCLE FOR HIRE

ABOUT THE SERVICE

Under the pertinent provisions of R.A. No. 7160, otherwise known as the Local Government Code of 1991, and its implementing rules and procedures the Sangguniang Bayan is given the sole authority to grant franchises for the operation of tricycles-for-hire within its territorial jurisdiction.

Pursuant to this mandate the Sangguniang Bayan promulgated Municipal Ordinance No. 1, series of 1996 prescribing guidelines and conditions for the granting, revocation and cancellation of franchise to operate tricycle-for-hire within the Municipality of Miagao. The privilege to operate a tricycle for hire is open to all residents of the municipality, subject to certain conditions, upon meeting operational and financial requirements.

REQUIREMENTS

A. Renewal

1. Barangay Clearance
2. Police Clearance
3. Judge Clearance
4. Mayor's Clearance
5. Common Carrier Insurance
6. LTO Registration/Certificate of Ownership
7. Application Form with picture
8. Inspection Report
9. One (1) recently taken colored close-up photograph showing the diagonal view of the tricycle unit, showing the front and motorcycle view
10. Approved Mayor's permit for the current year
11. Xerox copy of the driver's Professional Driver's License

B. New

1. Barangay Clearance
2. Police Clearance
3. Judge Clearance
4. Mayor's Clearance
5. LTO Registration/Certificate of Ownership
6. Application Form with ID picture
7. Inspection Report
8. Two (2) recently taken colored close-up photographs showing the diagonal views of the tricycle unit, one showing the front and right side view, another the back and left side view
9. Xerox copy of driver's license

PROCEDURE	DURATION	PERSONNEL IN-CHARGE
Step 1.		
Present LTO Certificate or Registration for the motorcycle unit and latest official receipt Get list of requirements and forms	1 minute	Antonio Quilantang Rosan Famatid
Step 2.		
Submit the complete requirements including duly accomplished forms for evaluation	5 minutes	Antonio Quilantang Rosan Famatid Mary Jean Landicho
Step 3.		
Get Notice of Hearing for the schedule of hearing of the application	5 minutes	Antonio Quilantang Rosan Famatid Mary Jean Landicho
Step 4.		
Attend the scheduled hearing wearing proper attire (wearing of sando, slippers and shorts are strictly prohibited)	Administrative portion of Session time	MUNICIPAL TRICYCLE FRANCHISING BOARD
Step 5.		
Inquire if application has been approved / disapproved	One (1) week after scheduled hearing	Antonio Quilantang Rosan Famatid Mary Jean Landicho
Step 6.		
If approved, pay the franchise fee (and other required fees, if unpaid) to the Office of the Municipal Treasurer	Depends upon the concerned office	MTO Personnel
Step 7.		
Present Official Receipt to the Office of the SB Secretary for recording Get personal copy of approved franchise/ resolution	5 minutes	Antonio Quilantang Rosan Famatid Mary Jean Landicho

Prepared by:

ANTONIO T. QUILANTANG
MGDH-I/Secretary to the SB-1



The Secretary

CITIZEN'S CHARTER

APPLYING FOR THE CONSTRUCTION, ESTABLISHMENT AND OPERATION OF CELLULAR SITES AND OTHER TELECOMMUNICATIONS FACILITIES

ABOUT THE SERVICE

The Municipality of Miagao is a fast growing community especially in terms of economic development. Hence, numerous telecommunications companies have already invested their resources in terms of landline and cellular facilities in this locality.

To establish a set of procedures and to regulate the operation of telecommunications companies in the municipality, the Sangguniang Bayan of Miagao passed Municipal Ordinance No. 1992-04 prescribing the rules and regulations in the granting of franchise to telephone system, cable television and television stations, radio stations, telegraph stations and other public utilities in the municipality.

The service may be availed of by any person, natural or juridical.

REQUIREMENTS

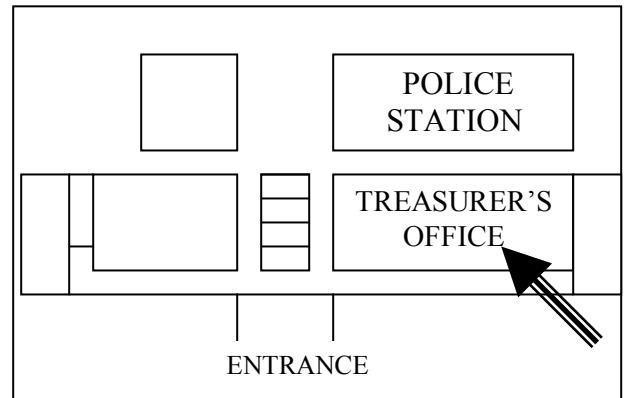
1. verified application from service provider or its duly authorized representative;
2. board resolution/special power of attorney authorizing the person/site acquisition company to file and process the application for and in behalf of the service provider;
3. certified true copy of title/tax declaration of lot where cellular site is proposed to be constructed;
4. copy of Tax Clearance Certificate and current year official receipt for real property tax paid;
5. copy of lease contract between lot owner and applicant, if lot is not owned by applicant;
6. vicinity plan and technical plans for the cellular site construction;
7. zoning certificate from the Municipal Zoning Administrator;
8. resolution of conformity/community acceptance by the Sangguniang Barangay of affected barangay/s;
9. Certificate of Non-Coverage (CNC) from the EMB, DENR;
10. Clearance from the Air Transportation Office;
11. Radiofrequency radiation evaluation/clearance certificate from the Bureau of Health Devices and Technology, DOH;
12. DOTC Certification re: radiofrequency studies;
13. business permit of lot owner for the lease of property (to be secured upon approval of the application, copy of which must be submitted to the SB prior to the release of resolution); and
14. other documents that may be required by the concerned Sangguniang Bayan Committee

AVAILMENT

PROCEDURE	DURATION	PERSONNEL IN-CHARGE
Step 1. Get list of requirements and forms	1 minute	Antonio Quilantang Rosan Famatid
Step 2. Submit the complete requirements for assessment and evaluation	5 minutes	Antonio Quilantang Rosan Famatid
Step 3. Pay the application fee to the Office of the Municipal Treasurer	Depends upon the concerned office	MTO Personnel
Step 4. Application will be forwarded to the Floor Leader for inclusion in the agenda and referral to the appropriate committee	Prior to the preparation of the Agenda	SB Secretariat
Step 5. Committee concerned renders report	Within 1 week to 1 month from referral of the application	Concerned Committee
Step 6. Inquire if application has been approved / disapproved	One (1) week after the Committee has rendered its Report	Antonio Quilantang Rosan Famatid
Step 7. Get copies of approved resolution	5 minutes	Antonio Quilantang Rosan Famatid

Republic of the Philippines
Province of Iloilo
OFFICE OF THE MUNICIPAL TREASURER
CITIZEN'S CHARTER

The Office of the Municipal Treasurer is considered as one of the key offices in the local government of Miagao. By its name, the office obviously takes charge of all the financial resources of the Municipality, operating under the fundamental functions of being the "lifeblood" of the municipal government of Miagao.



The creation and operation of the Office of the Municipal Treasurer is mandated by Republic Act 7160, otherwise known as the Local Government Code of 1991, and by other relevant national and local laws.

MISSION:

The Office adopts for its mission mostly the functions, duties and responsibilities mandated of the Municipal Treasurer by the Local Government of 1991, as augmented by those provided contemporarily by either the national or local government:

- A. To take custody and exercise proper management of the funds of the local government of Miagao
- B. To take charge of the disbursement of all local government funds and other funds which may be legally entrusted to the Office.
- C. To implement the Local Government Code of Miagao and other laws pertaining to income generation within the Municipality
- D. To maintain and update the tax information system of the local government unit
- E. To advise the Mayor and/ or the Sangguniang Bayan and/or other local and national officials concerned regarding disposition of local government funds and on such other matters relative to public finance.
- F. To exercise other powers and perform other duties and functions as may be prescribed by law or ordinance.

OBJECTIVES:

- 1. To coordinate with the Local Finance Committee to stabilize the finances of the municipality by improving local revenue collection efficiency and the management of its resources.
- 2. To provide the municipality with an efficient and progressive organization for fiscal administration particularly in collection custody and disbursement of funds and other auxiliary services.
- 3. To provide supervision and management in the public market and slaughterhouse.

SCHEDULE OF AVAILABILITY OF SERVICES

8:00 12:00 NOON –1:00- 5:00 PM
MONDAYS - FRIDAYS

OFFICE OF THE MUNICIPAL TREASURER

CITIZENS' CHARTER

Schedule of Availability of Services Monday- Friday 8:00 AM – 5:00 PM

PAYMENT OF REAL PROPERTY TAX

REQUIREMENTS:

- 1) TAX DECLARATION
- 2) LATEST OFFICIAL RECEIPT/LANDTAX RECEIPT

HOW TO AVAIL OF THE SERVICE:

FOLLOW THESE STPS	IT WILL TAKE YOU	PLEASE APPROACH
<p>STEP I</p> <p>Taxpayer goes to Windows 4 and 5 for inquiries and computation of real property tax due; Assigned collector then Issues Official Receipt, detaches original and duplicate copies and forwards the same to Window 3 for payment</p>	<p>5 minute/ Tax Declaration Assessment</p>	<p>Window 4- Rosalinda S. Golez RCC II</p> <p>Window 5- Dolores Partidas Assessment Clerk I</p> <p>Window 6 – Ma. Yllieza Alipat RCC II Natalia M. Brillantes Assessment Clerk I</p>
<p>STEP II</p> <p>The cashier upon receipt of Official Receipt receives payment from the taxpayer at Window 4, Taxpayer gets original copy of the receipt</p>	<p>5 minutes</p>	<p>Derwin Nepucpan ADMIN OFFICER III</p>

ASSESSMENT OF BUSINESS TAX

REQUIREMENTS:

- 1) Business registration fee receipts
- 2) DTI Registration
- 3) Dully Accomplished Form

HOW TO AVAIL OF THE SERVICE:

FOLLOW THESE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
<p>Step I</p> <p>Business taxpayer proceeds to Window 6 for assessment</p>	5minutes/application form	Window 6- Aimee Marie M. Biboso LRCO I
<p>Step II</p> <p>Taxpayer goes to the Municipal Treasurer for approval of assessment</p>	5 minutes	Ninfa M. Momblan LRCO III Acting Municipal Treasurer
<p>Step III</p> <p>Preset approved business application form at Window 2 for issuance of Official Receipt; Assigned collector detaches original and duplicate copy and forwards the same to Window 3 for payment</p>	5 minutes	Cynthia Calante RCC I
<p>Step IV</p> <p>The cashier, upon receipt of OR receives payment from the taxpayer at Window 4. Taxpayer gets original copy of the receipt</p>	5minutes	Derwin Nepucpan ADMIN OFFICER III

PAYMENT OF FEES AND CHARGES

HOW TO AVAIL OF THE SERVICE:

FOLLOW THESE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
<p>STEP I</p> <p>Taxpayer goes to Window 2 for inquiries on the following fees & charges:</p> <p>Community Tax Certificate Miscellaneous Fees</p>	<p style="text-align: center;">3 minutes</p>	<p style="text-align: center;">Cynthia Calante RCC I</p>
<p>STEP II</p> <p>Assigned collector issues Official Receipt, detaches original and duplicate copy and forward the same for payment</p>	<p style="text-align: center;">5 minutes/ Official Receipt</p>	<p style="text-align: center;">Cynthia Calante RCC I</p>
<p>STEP III</p> <p>The cashier, upon receipt of OR, receives payment from the taxpayer. Taxpayer gets original copy of the receipt</p>	<p style="text-align: center;">5 minutes</p>	<p style="text-align: center;">Derwin Nepucpan ADMIN OFFICER III</p>

Republic of the Philippines
 PROVINCE OF ILOILO
 MUNICIPALITY OF MIAGAO
 Municipal Assessors Office

CITIZEN’S CHARTER

I. Mission Statement

To effectively and efficiently assess real properties.

II. Objectives:

1. To discover list and assess idle lands, real properties and its improvements including buildings and machineries.
2. To establish a systematic method of real property assessment within the municipality.

SCHEDULE OF AVAILABILITY OF SERVICES

Monday – Friday 8:00AM- 12:00 noon
 1:00 pm - 5:00PM

Request for Certification of Land Holdings/Properties

STEP	CLIENT	OFFICE ACTIVITY	DURATION OF ACTIVITY	PERSON/S IN CHARGE
1	Request for certification of land holdings/ properties	Receives the request and give requirements	5 minutes	Anecito Patriarca Maribel Noble Rosemarie Farangao
2	Complies and submits the requirements (Certification Fee for scholarship is exempted)	Receives the requirements, checks and verifies the requirement	10 minutes	Anecito Patriarca Maribel Noble Rosemarie Farangao
3		Print the certification of land holdings/properties in the computer	5 minutes	Anecito Patriarca Maribel Noble Rosemarie Farangao
4		Municipal Assessor check and signs the certification	5 minutes	Engr. Jerome Novilla <i>Municipal Assessor</i>
5	Client receives the documents	Release the documents	3 minutes	Anecito Patriarca Maribel Noble Rosemarie Farangao

Request for Certified True Copies of Tax Declaration/Sketch Plan

1	Request for certified true copy/sketch plan	Receives the request and give requirements	5 minutes	Anecito Patriarca Maribel Noble Rosemarie Farangao
2	Complies and submits requirements	Receives, checks and verifies the requirements	10 minutes	Anecito Patriarca Maribel Noble Rosemarie Farangao Ma. Leby Gequiñana
3		Print the tax declarations/prepare tax map	5 minutes	Anecito Patriarca Maribel Noble Rosemarie Farangao Ma. Leby Gequiñana Joseph Cartago
4		Municipal Assessor check and signs tax declaration/sketch plan	5 minutes	Engr. Jerome Novilla <i>Municipal Assessor</i>
5	Receives the certified true copy of tax declaration/sketch plan	Records the transaction and gives the certified true copy of tax map/sketch plan to the client	3 minutes	Anecito Patriarca Maribel Noble Rosemarie Farangao

Request for Simple Transfer of Real Property

1	Fill up request form for transfer of property and submit to Assessor's Office	Receives the request, gives requirements and instructions to the client	10 minutes	Anecito Patriarca Maribel Noble Rosemarie Farangao Ma. Leby Gequiñana
2	Complies with the requirements (land tax receipt, sworn statement, transfer tax, documents) and submit requirements	Receives the request and give requirements	15 minutes	Anecito Patriarca Maribel Noble Rosemarie Farangao Ma. Leby Gequiñana
3	Client waits at the Assessor's Office	Prepares the FAAS, sworn statement asnd encodes new tax declaration, assessment roll, ownership record form	30 minutes	Anecito Patriarca Maribel Noble Rosemarie Farangao Ma. Leby Gequiñana Joseph Cartago
4		Municipal Assessor reviews and approves tax declaration	10 minutes	Engr. Jerome Novilla <i>Municipal Assessor</i>
5		Prepares Notice of Assessment	10 minutes	Anecito Patriarca Maribel Noble Rosemarie Farangao
6		Municipal Assessor signs Notice of Assessments and Real Property Tax Order of Payment	5 minutes	Engr. Jerome Novilla <i>Municipal Assessor</i>
7	Client receives the documents	Release owners copy of tax declaration, Notice of Assessment, Real Property Tax Order of Payment and Sworn Statement	3 minutes	Anecito Patriarca Maribel Noble Joseph Cartago

OFFICE OF THE MUNICIPAL HEALTH OFFICER

CITIZEN'S CHARTER

1. MISSION STATEMENT

“Committed to provide quality health service, save life and ensure its accessibility to the Miagaowanons and visitors at all times.”

2. OFFICE OBJECTIVES

1. To implement an effective Primary Health Care Program.

- 1.1 Provide sufficient medicines and medical supplies and equipment.
- 1.2 Capability building program for health personnel.
- 1.3 Consciousness on behavior, attitude and health ethics of health workers.
- 1.4 Improvement of health facilities.
- 1.5 PhilHealth Accreditation (maternity clinic and newborn screening).

2. To implement an effective Maternal and Child Health Care Program.

- 2.1 Access to pre-natal, natal, post-natal and child care services.
- 2.2. Linkage between Iloilo Doctor's Hospital School of Midwifery, UPV Public Health ,SIPC-WVCST and other institutions.
- 2.3 Implementation of Reproductive Health Program.
3. To provide the public of a sustainable program on the control and prevention of communicable and non-communicable diseases.
 - 3.1 Sustain PPMDOTS Program.
 - 3.2 Elimination of leprosy and control of other infectious diseases.
 - 3.3 Anti-rabies program.
 - 3.4 Creation of Task Force on STI/HIV.
 - 3.5 Promotion of healthy lifestyle.
4. To maintain and improve the operation of Emergency Clinic and Municipal Laboratory.
 - 4.1 Purchase of additional health equipment and drugs.
 - 4.2 Provision of life-saving equipment and acquisition of new ambulance.
 - 4.3 Expansion of medical laboratory services.

5. To improve the operation of Barangay Health Stations.

- 5.1 Repair and improvement of BHS.
- 5.2 Operationalization of BHS. (Daliye, Oyaoy, Ibugo and San Jose)
- 5.3 Provision of medical equipment.

6. To improve dental services.

- 6.1 Upgrading of dental equipment to perform other dental services.
- 6.2 Improvement of office space.
- 6.3 Purchase of mobile dental equipment.

7. To conduct effective environmental health and sanitation program.

- 7.1 Strict enforcement of environmental laws and regulations in coordination with enforcement officers.
- 7.2 Improve water quality monitoring.
- 7.3 Campaign for a 100% use of sanitary toilets.
- 7.4 Effective disease surveillance and prevention.

8. Computerization of health records.

- 8.1 Acquisition of computers.
- 8.2 Training of personnel.
- 8.3 Data banking and programming.

9. To sustain Nutrition Program.

- 9.1 Pre-schooler Fresh Milk Feeding Program.
- 9.2 Operation Timbang
- 9.3 Garantisadong Pambata

SCHEDULE OF AVAILABILITY OF SERVICE

**Regular office hours:
8:00 a.m. - 5:00 p.m.
(Monday-Friday)**

**Life threatening problems:
Open 24 hours**

MUNICIPAL HEALTH OFFICE

CITIZEN'S CHARTER

HOW TO AVAIL OF THE SERVICE: OUT PATIENT CONSULTATION/PHYSICAL EXAM

FOLLOW THESE STEPS	OFFICE ACTIVITY	IT WILL TAKE YOU	PLEASE APPROACH
1. Registration of Patient	Patient writes his/her name in the registration form provided by the office	1-2 minutes	OPD Midwife or Nurse
2. Get Patient's number	OPD staff give number to each patient based on the registration form (First come, first serve basis)	1 – 2 minutes	OPD Midwife or Nurse
3. Interview & vital sign taking	OPD staff interviews patient <ul style="list-style-type: none"> • Children ages 0-5 will undergo IMCI (Integrated Management of Childhood Illness) 	5 - 8 minutes 5 minutes	OPD Midwife or Nurse
4. Encoding of Patient's data in the EMR (Electronic Medical Record)	OPD staff enters medical data and vital signs of patient in the computer	3 – 5 minutes	OPD Midwife or Nurse
5. General Consultation and Prescription of Medication	Doctor manages and prescribes medication to patient	5-15 minutes; variable depending on patient's medical case	Doctor on duty
6. Diagnostic Evaluation	Patient undergoes diagnostic test/s	Variable	Clinical Laboratory of choice

***Note: Waiting time is not included depending on the number of patients for consultation.**

**Schedule of Availability of Service: Regular Office Hours 8:00 A.M. – 5:00 P.M.
(Monday to Friday)**

**MUNICIPAL HEALTH OFFICE
CITIZEN'S CHARTER**

**HOW TO AVAIL OF THE SERVICE:
MANAGEMENT OF MINOR SURGICAL CASES**

FOLLOW THESE STEPS	OFFICE ACTIVITY	IT WILL TAKE YOU	PLEASE APPROACH
1. Go to First Aid Clinic (FAC)	Patient goes to the First Aid Clinic for: <ol style="list-style-type: none"> a. record purposes and vital signs taking b. Assessment/management 	5 - 10 minutes Variable	First Aid Clinic Nurse and Midwife Support Group: Volunteer Nurse and Midwife
2. Minor Surgery	First Aid Clinic Doctor on duty performs surgery (excision, incision and drainage, suturing, etc.)	Variable, depends on the severity of injury	First Aid Clinic Doctor on Duty

*Note: Waiting time is not included depending on the number of patients for consultation.

**HOW TO AVAIL OF THE SERVICE:
TREATMENT OF EMERGENCY OR LIFE THREATENING CASES**

FOLLOW THESE STEPS	OFFICE ACTIVITY	IT WILL TAKE YOU	PLEASE APPROACH
1. Go to First Aid Clinic	Patient is brought to the First Aid Clinic for immediate assessment and medical management	5-8 minutes	First Aid Clinic Nurse, Midwife and Doctor on duty
2. Diagnostic Test	Patient undergoes diagnostic evaluation (depending on the case)	ASAP	Laboratory of choice
3. Referral for Admission	Doctor advises patient and folks for hospital referral/admission Prepare referral and inform hospital	5 – 10 minutes Variable	First Aid Clinic Doctor First Aid Clinic Doctor or Nurse on duty

First Aid Clinic: Open 24 hours
MUNICIPAL HEALTH OFFICE
CITIZEN'S CHARTER

HOW TO AVAIL OF THE SERVICE:
SECURING A MEDICAL CERTIFICATE and HEALTH CARD
(Employment, OJT, Enrollment)

	OFFICE ACTIVITY	IT WILL TAKE YOU	PLEASE APPROACH
1. Go to the Sanitation Inspectors' cubicle (Window Number 2)	Comply all necessary laboratory requirements Assess requirements Personnel instruct client to pay required certification fee and present Official Receipt.	1-2 minutes 10 minutes if completed	Sanitation Inspector on Duty
2. Register Client	Personnel accomplish certificate form and refers client to the physician on duty.	10 minutes	Sanitation Inspector on Duty
3. Issuance of Certificate	Physician on duty examines the client before approving the application. Health or Medical Certificate is issued to client with registration number	Variable: Depending on the number of patients for consultation.	Dr. Jessel C. Gellada MHO Dr. Mary Joyce F. Bermejo RHP Dr. Rhea Palmos RHP
4. Issuance of health Card	Client present signed medical certificate by the Physician	3 -5 minutes	Sanitation Inspector on duty

*Note: Waiting time is not included depending on the number of patients for consultation

Schedule of Availability of Service: Regular Office Hours 8:00 A.M. – 5:00 P.M. (Monday to Friday)

**MUNICIPAL HEALTH OFFICE
CITIZEN’S CHARTER**

HOW TO AVAIL OF THE SERVICE: SECURING SANITARY PERMIT FOR BUSINESS PERMIT

FOLLOW THESE STEPS	OFFICE ACTIVITY	IT WILL TAKE YOU	PLEASE APPROACH
1. Go to the Sanitation Inspectors’ cubicle (Window number 2)	Applicant consults the sanitation personnel and states purpose.	5 minutes	LUCIA N. NUALLA Sanitation Inspector I LENY N. FAINA Sanitation Inspector I
2. Document Review and Assessment	The Sanitation Staff reviews the documents. Determines number of workers for Health Card issuance.	5 minutes	Sanitary Inspector on Duty
3. Payment of Medical Certificate and Sanitary Permit Fees	Proceed to Municipal Treasurer’s Office and pay the appropriate fees.		Treasurer’s Office Personnel
4. Processing	Review official receipt for Sanitary Permit payment and laboratory results. Staff will process and record the documents. Issue the Sanitary Permit with registration number.	5-10 minutes	Sanitary Inspector on Duty
5. Approval	Frontline personnel submit the documents for signature by the Municipal Health Officer.	5 minutes	Dr. Jessel C. Gellada Municipal Health Officer
6. Site Inspection	A site inspection visit of the business is scheduled to confirm the Sanitation Permit.	On the spot inspection	Sanitation Inspector

Schedule of Availability of Service: Regular Office Hours 8:00 A.M. – 5:00 P.M. (Monday to Friday)

Republic of the Philippines
Province of Iloilo
Municipality of Miagao

LOCAL CIVIL REGISTRY OFFICE

CITIZEN'S CHARTER

I. Mission Statement

To effect one hundred percent level of registration of vital events in the municipality.

II. Objectives:

1. Accept, register, file and preserve documents and judicial decrees/orders affecting the civil status of persons
2. Transmit and endorse the duplicate copies of every document registered to the Office to the Civil Registrar General
3. Issue certified true copies of transcripts of any certification upon payment of prescribe fees
4. Implement and effect legitimation and acknowledgement of births pursuant to R.A. 9255 and R.A. 9858 and correction of entry in civil registry documents as prescribed for in R.A. 9048 and R.A. 10172
5. Make available all civil registry documents to clients upon payment of prescribed fees

SCHEDULE OF AVAILABILITY OF SERVICES

8:00 AM - 5:00 PM



Monday to Friday

Requirements:



A. Documents needed by Client

• **Certificate of Live Birth**

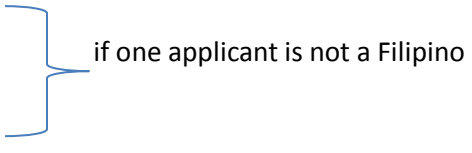
For Timely Births (births registered within 30 days)

- Baby's Book/Record
- Certificate of Marriage  For Married parents
- Baby's Book/Record
- Any government issued ID's or CTC (Cedula) of both parents  For not married couples

Delayed Registration

- Negative Result from PSA
- Baptismal Certificate
- Any government issued ID's or Cedula
- Affidavit (1. Sworn Statement of mother 2. Two witnesses/Disinterested persons)
- CENOMAR /CEMAR
- Joint affidavit of Legitimation  For Legitimation
- Certificate of Marriage of parents 

- **Application for Marriage License**

- Certificate of Live Birth
 - Cedula
 - Certificate of Death for widow/widower applicants
 - Certificate of Pre Marriage Counseling (PMC)
(Schedule: every 2nd and 4th Tuesday of the month)
 - Passport
 - Legal Capacity to Marry from Embassy/Consul
 - Divorced papers
 - Live Birth
- 
- if one applicant is not a Filipino

Certificate of Marriage (to be solemnized by the Municipal Mayor)

- Marriage License

Certificate of Death

- Certification from Punong Barangay
- Medical Records (as per instruction from the MHO)

B. Payment of Prescribed Fees for Civil Registration

HOW TO AVAIL OF THE SERVICES

1. Issuance of Birth Certificate

a. For Timely

STEP	CLIENT	OFFICE ACTIVITY	DURATION OF ACTIVITY	PERSON IN CHARGE
1.	Proceed to table 1-2-3-4-5	Provide clients with information sheet	30 seconds	MTM Jambre MSC Florece NF Muzones TN Navarra MTM Ticorda
2.	Give information	Interview client	5-10 minutes	MTM Jambre MSC Florece NF Muzones TN Navarra MTM Ticorda
3.	Client signs the document	Supervise the signing of the document	2 minutes	MTM Jambre MSC Florece NF Muzones TN Navarra MTM Ticorda
4.	Receive the document	Register and release the document	1-2 minutes	MTM Jambre MSC Florece NF Muzones TN Navarra MTM Ticorda

b. For Late Registration

STEP	CLIENT	OFFICE ACTIVITY	DURATION OF ACTIVITY	PERSON IN CHARGE
1.	Present Negative result from PSA <ul style="list-style-type: none"> - Certificate of Baptism - Certificate of Marriage of parents - CENOMAR/CEMAR - Any government issued ID's 	Review the documents presented	5 minutes	MTM Jambre MSC Florece NF Muzones TN Navarra MTM Ticorda
2.	Secure affidavit for delayed registration <ul style="list-style-type: none"> - Sworn statement of mother - Affidavit of two witnesses/disinterested persons - Joint affidavit of Legitimation 	Client will seek service of notary public		MTM Jambre MSC Florece NF Muzones TN Navarra MTM Ticorda
3.	Pay corresponding fees at the Treasurer's Office	P200.00 for 11 y.o. & above P150.00 for 10 y.o. & below		MTO
4.	Return to LCRO to present receipts	Record the receipt	3 minutes	MTM Jambre MSC Florece NF Muzones TN Navarra MTM Ticorda
5.	Wait for instruction	Advise the client to comeback after 10 days posting	10 days	MTM Jambre MSC Florece NF Muzones TN Navarra MTM Ticorda

2. Issuance of Marriage License

STEP	CLIENT	OFFICE ACTIVITY	DURATION OF ACTIVITY	PERSON IN CHARGE
1.	Proceed to table 2-3-4-5-	Provide clients with information sheet	30 seconds	MTM JAMBRE-MCR NF Muzones TN Navarra MTM Ticorda
2.	Give information & requirements	Interview applicants and give list of requirements	10 minutes	MTM JAMBRE-MCR NF Muzones TN Navarra MTM Ticorda
3.	Applicants sign license document	Supervise the signing of the documents	2 minutes	MTM JAMBRE-MCR NF Muzones TN Navarra MTM Ticorda
4.	Answer the pre-marriage counseling questionnaire	Instruct clients to submit questionnaire to MSWDO	30 minutes	MSWDO
5.	Attend pre-marriage counseling	Give schedule of PMC to the applicants	Every 2 nd and 4 th Tuesday of the month	MTM JAMBRE-MCR NF Muzones TN Navarra MTM Ticorda
6.	Pay corresponding fees at the Treasurer's Office	P250.00 for both Miagaonon P350.00 one party is not from Miagao P550.00 if one party is not a Filipino		MTO
7.	Receive the copy of marriage license	Release the registered ML after 10 consecutive days	1 minute	MTM JAMBRE-MCR NF Muzones TN Navarra MTM Ticorda
8.	Applicants submit documents to Church/Secretary/Mayor's Office and other Solemnizing Officers	Advise applicants to submit documents to church or other solemnizing officers	2 minutes	Priest/Mayor/Judge /Pastor, etc.

****For Marriage to be Solemnized by the Mayor***

STEP	CLIENT	OFFICE ACTIVITY	DURATION OF ACTIVITY	PERSON IN CHARGE
1.	Present the Marriage License/Affidavit under Article 34 of the Family Code	Receive the license and prepare Certificate of Marriage	15 minutes	MTM JAMBRE-MCR NF Muzones TN Navarra MTM Ticorda
2.	Set the schedule for marriage from the Office of the Mayor	Facilitate the wedding		Private secretary
3.	Pay Solemnization fee	Advise client to pay at the Treasurer's Office		MTO P 300.00
4.	Receive the registered documents	Register the document	10 days	NF Muzones

3. Issuance of Death Certificate

STEP	CLIENT	OFFICE ACTIVITY	DURATION OF ACTIVITY	PERSON IN CHARGE
1.	Proceed to table 1-2-3-4-5	Provide client with information sheet	2 seconds	MTM Jambre MSC Florece NF Muzones TN Navarra MTM Ticorda
2.	Present certification from Barangay	Interview client and prepare document	10 minutes	MTM Jambre MSC Florece NF Muzones TN Navarra MTM Ticorda
3.	Client will bring the document to the MHO/RHP and embalmer for signature	Advise the client to have the document signed by the MHO/RHP & Embalmer		MHO/RHP and Embalmer
4.	Proceed to MTO for payment of burial fees /exhumation permit /transfer of cavader	P100.00		MTO
5.	Return document to be properly signed and to be registered	Register the document	2 minutes	MTM Jambre MSC Florece NF Muzones TN Navarra MTM Ticorda

4. Correction of Clerical Error (RA 9048)

STEP	CLIENT	OFFICE ACTIVITY	DURATION OF ACTIVITY	PERSON IN CHARGE
1.	Show the document with error (SecPa from PSA)	Accept and identify error /s	5 minutes	MTM Jambre-MCR MSC Florece
2.	Get list of supporting documents	Provide the list of supporting papers	10 minutes	MTM Jambre-MCR MSC Florece
3.	Submit the supporting documents	Check and verify supporting documents presented	10 minutes	MTM Jambre-MCR MSC Florece
4.	Sign the application	Supervise the signing of the form	5 minutes	MTM Jambre-MCR MSC Florece
5.	Have the application subscribed	Receive the document duly signed by the notary public	5 minutes	Notary Public/MCR
6.	Return the document to the Office for registration	Number the document	2 minutes	MTM Jambre-MCR MSC Florece
7.	Pay the corresponding fees	Receive the receipt from the petitioner	2 minutes	MTO P1000.00 filing fee for CCE P3000.00 filing fee for CFN & CCE (R.A. 10172)
8.	Wait for the corrected COLB/COM/COD	Process and facilitate document	4-5 months	MTM Jambre-MCR MSC Florece

5. Change of First Name (RA 9048) and Correction of Entry on Sex and Date of Birth (RA10172)

STEP	CLIENT	OFFICE ACTIVITY	DURATION OF ACTIVITY	PERSON IN CHARGE
<i>FOLLOW STEP 1- 7</i>				
8.	Get notice for Publication	Give notice for publication to the petitioner	2 minutes	MTM Jambre-MCR MSC Florece
9.	Bring notice to the publisher	Advise the petitioner where to go and the duration of publication	3 minutes	MTM Jambre-MCR
10.	Wait for the corrected COLB	Process and facilitate	4-5 months	MTM Jambre-MCR MSC Florece

BATCH REQUESTS SYSTEM

6. Issuance of Vital Events in Security Paper (SecPa) from PSA COLB, COM, COD & CENOMAR

STEP	CLIENT	OFFICE ACTIVITY	DURATION OF ACTIVITY	PERSON IN CHARGE
1.	Proceed to table 1-2-3-4	Provide client application form	2 minutes	MTM Jambre-MCR MSC Florece TN Navarra NF Muzones MTM Ticorda
2.	Pay BREQS services fee at the Treasurer's Office			MTO P100.00
3.	Client give information	Interview vital events	3 minutes	MTM Jambre-MCR MSC Florece TN Navarra NF Muzones MTM Ticorda
4.	Wait for instruction and pay SecPa fee for PSA	P155.00 for COLB, COM & COD P210.00 for CENOMAR	1 week after filing	MTM Jambre-MCR MSC Florece TN Navarra NF Muzones MTM Ticorda
5.	Client receive the SecPA from PSA	Release SecPa from PSA	2 minutes	MTM Jambre-MCR MSC Florece TN Navarra NF Muzones MTM Ticorda

MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

OFFICE VISION

An office that caters effectively and efficiently to the need for social services of the Miagaowanons.

OFFICE MISSION

A social service office mandated to promote the rights and welfare of the poor, vulnerable and the disadvantaged through the provision of poverty reduction programs, and social protection services manned by competent staff.

SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday – 8:00 AM – 5:00 PM

1. Assistance to the needy and displaced individual in times of crisis

Requirements:

- Medical Certificate/ Death Certificate
- Doctor's Prescription
- Laboratory Request

How to avail of the service

Follow These Steps	Office Activity	Duration of Activity	Persons In-charge
<ul style="list-style-type: none"> • Client personally verbalizes his/her need/problem/ present referral letter from Mayor or Mun. Administrator. 	Interview/ data gathering	15 mins.	Gilga Noveros, Mercy Montefrio, Hazel Mueda, Ma. Fe Palmos, Alma Mondia MBO, Mayor's Office, MA. and Mun. Treas.
<ul style="list-style-type: none"> • Preparation of necessary documents. 	Process documents/referral to other offices/agencies (Client will go to the concerned office for the signature/approval)	20 mins	Hazel Mueda, Gilga Noveros, Mercy Montefrio, Ma. Fe Palmos, Alma Mondia
<ul style="list-style-type: none"> • Client proceeds to MSWDO to present the accomplished documents. 	Releasing of assistance		Rosalinda Mueda

2. Issuance of Senior Citizens, PWDs and Solo Parent's ID**Requirements:****a. Senior Citizens:**

- Birth Certificate/ Voter's Affidavit/ ID
- 1x1 ID picture – 2 pcs.
- Certification from the Punong Barangay
- Community Tax (Cedula)

b. Persons with Disability:

- Registration Form
- Medical Certificate
- 2pcs. 1x1 ID picture

c. Solo Parent:

- Application Form
- Certification from the Punong Barangay
- Proof of consequences of being Solo Parent
- 2pcs. 1x1 ID picture

How to avail of the service

Follow These Steps	Office Activity	Duration of Activity	Persons In-charge
<ul style="list-style-type: none"> Secure application from MSWDO 	Advise client to comply the required documents	3 mns.	Gilga Noveros, Hazel Mueda, Alma Mondia
<ul style="list-style-type: none"> Submit accomplished application with complete requirements 	Validate data entered in the application form	10 mins	Gilga Noveros, Hazel Mueda, Alma Mondia
<ul style="list-style-type: none"> Wait for the release of ID 	Prepare require ID and enter in the logbook for official registration	15 mins.	Rosalinda Mueda, Alma Mondia

3. Preparation of Social Case Study Reports

Requirements:

- Client himself/herself (Personal Appearance)
- Referral Letter from the referring agencies
- Medical Abstract/Medical Certificate (optional)

How to avail the services

Follow These Simple Steps	Office Activity	Duration of Activity	Persons In-charge
<ul style="list-style-type: none"> Client personally verbalizes his/her need/problem/ present referral from referring agencies 	Interview/ data gathering	15 mins.	Gilga Noveros, Mercy Montefrio, Rosalinda Mueda, Ma. Fe Palmos, Hazel Mueda
<ul style="list-style-type: none"> Wait for the release of documents 	Prepare required documents and release to client	1 hour	Rosalinda Mueda

4. Livelihood Assistance

How to avail the services

Follow These Simple Steps	Office Activity	Duration of Activity	Persons In-charge
<ul style="list-style-type: none"> Present referral letter from Mayor or Mun. Administrator 	Interview client and Advise to submit list of required raw materials for determination of Livelihood assistance requested	1 hour	Gilga Noveros, Hazel Mueda, Mercy Montefrio, Alma Mondia
<ul style="list-style-type: none"> Submit list of required raw 	Prepare Project proposal and advise		Hazel Mueda, Disbursement

materials to MSWDO	client to proceed to concerned agencies for approval		Documents signatories, MBO, Mun. Accountant
<ul style="list-style-type: none"> Client proceed to MSWDO to present the accomplished documents 	Release Livelihood Assistance to client	5 mins.	Hazel Mueda, Mun. Treasurer, Rosalinda Mueda

5. Conduct of Counseling to Marriage License Applicants, Minors and Disadvantaged Women

- Client himself/herself (Personal Appearance)
- Pre-marriage counseling form

Marriage License Applicants

Follow These Simple Steps	Office Activity	Duration of Activity	Persons In-charge
<ul style="list-style-type: none"> Secure and fill up Marriage Inventory Form 	Advise client on how to fill up the forms	30 mins.	Gilga Noveros, Hazel Mueda, Mercy Montefrio
<ul style="list-style-type: none"> Submit the duly filled-up form 	Validate data entered in the forms and advise them of schedule of PMC	5 mins.	Gilga Noveros, Hazel Mueda, Mercy Montefrio
<ul style="list-style-type: none"> Attend PMC 	Conducts PMC and release certificate of attendance	3 hours	Rosalinda Mueda, Mercy Montefrio

6. Assistance to Needy Youth/ Minors and Disadvantage Women

Follow These Simple Steps	Office Activity	Duration of Activity	Persons In-charge
<ul style="list-style-type: none"> Present referral letter from referring agency/ies 	Fill up intake sheet and conduct interview/ counseling (refer to concerned agencies)	2 hours	Gilga Noveros, Mercy Montefrio, Ma. Fe Palmos
<ul style="list-style-type: none"> Referring agency facilitates appearance of minor's parents/guardian or call the offender for possible settlement 	Turn over minor to parents/guardian for protective custody	3-5 hours	Gilga Noveros, Mercy Montefrio, Ma. Fe Palmos

OFFICE OF THE MUNICIPAL ENGINEER

CITIZEN'S CHARTER

A. FUNCTIONAL STATEMENT

Initiates, reviews and recommends changes in policies and objectives, plans and programs, techniques, procedures and practices in infrastructure development and public works in general of the local government unit concerned; advises the mayor on infrastructure, public works, and other engineering matters; administers, coordinates, and controls the construction, maintenance, improvement, and repair of roads, bridges and other engineering and public works projects of the local government unit concerned; provides engineering services to the local government unit concerned, including investigation and survey, engineering designs, feasibility studies, and project management; exercises such other powers and performs such other duties and functions as may be prescribed by law or ordinance.

B. OBJECTIVES

1. To exercise technical supervision of all development projects and infrastructure projects in the municipality.
2. To advise the mayor on infrastructure, public works and other engineering matters.
3. To administer and control maintenance, improvement and repair of roads, bridges, and other engineering and public works projects.
4. To provide engineering services to the local government unit.
5. To investigate and survey of engineering designs, feasibility studies and project management.

1. SECURING A BUILDING PERMIT AND OTHER RELATED PERMITS

Requirements :

A. Building Permit

1. Original Certificate of Title (OCT) / Transfer Certificate of Title (TCT)
2. Declaration of Real Property
3. Written Consent from Lot Owner / Deed of Absolute Sale / Lease Contract / Deed of Donation
4. Current Tax Receipt
5. Lot Plan (Authenticated by Assessor's Office / Bureau of Lands)
6. Zoning Permit / Compliance (MPDC)
7. Locational Clearance
8. Structural Analysis (for two stories or more)
9. DPWH Form (Building, Sanitary, Plumbing, Electrical & Mechanical)
10. Five (5) sets Working Drawings, Bill of Materials and Specifications.
11. Certification from Punong Barangay

B. Occupancy Permit

1. Certificate of Completion from Building Official
2. Certificate of Completion - Building, Mechanical, Electrical, Sanitary and Plumbing Permits
3. Logbook of building construction and building inspection sheet duly accomplished by the contractor (if undertaken by contract), signed and sealed by the Architect or Civil Engineer.
4. Certificate of Final Electrical Inspection
5. Final Fire Safety Inspection Report by the Bureau of Fire Protection

HOW TO AVAIL SERVICES

STEP	CLIENT	ACTIVITY	DURATION OF ACTIVITY	PERSON/S IN CHARGE
1	Secure list of requirements	Provides the client with short briefing on the service and its requirements	3-5 minutes	Laila N. Muyong Joemar Nuevaespaña
2	Submit complete accomplished application and other requirements	Receives and reviews application and other supporting documents	5 minutes	Laila N. Muyong Joemar Nuevaespaña
3		Conducts site inspection and verification	1 day	Engr. Diosdado F. Facon or authorized representative
4		Makes assessments and other fees and order of payment	5 minutes	Engr. Diosdado F. Facon
5	Pay assessment and other fees at the Municipal Treasurer's Office			MTO
6	Return to Office and present Official Receipt (Issuance of Permit Number)	Approves and issues the corresponding Bldg. Permit number, segregation File copy records date, releases copy	10 minutes	Engr. Diosdado F. Facon
7	Submit one (1) set of Approved Plans and Specifications with transmittal form to the BFP			BFP Personnel
8	Return transmittal form to the Building Official	Approves permit	5 minutes	Engr. Diosdado F. Facon

OFFICE OF THE MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR

CITIZENS' CHARTER
Schedule of Availability of Service
Monday-Friday
8:00 AM- 5:00 PM

ISSUANCE OF ZONING CLEARANCE

Requirements:

1. Letter request addressed to the Mayor
2. Photo copy of vicinity map and lot map
3. Certified true copy of the declaration or title
4. Receipt of fee prior to processing

HOW TO AVAIL OF THE SERVICE:

STEP	FOLLOW THESE STEPS	DURATION OF ACTIVITY	PERSON IN CHARGE
1	Secure list of requirements from MPDO	1 minute	Mrs. Sheila N. Bais
2	Approval of Letter Request by the Mayor	5 minutes	
3	Submit approval letter request by the Mayor and other requirements of the MPDO	5 minutes	Mrs. Sheila N. Bais
4	Zoning Administrator inspects the area subject to zoning clearance requirement	1 hour to one day	Mr. Nicolas F. Moragas
5	Pay Zoning Clearance Fee at Municipal Treasurer's Office		MTO Personnel
6	Present receipt of payment of zoning clearance fee at MPDO	1 minute	Mrs. Sheila N. Bais
7	Zoning Administrator issues clearance	1 hour to 1 day	Mr. Nicolas F. Moragas

MUNICIPAL ECONOMIC ENTERPRISE OFFICE OPERATION OF MARKET

CITIZENS' CHARTER

VISION

“A highly viable and sustainable local economic enterprise that is responsive to the needs of Miagaoanon and adaptive to the demands of time that generates additional revenues manned by highly dedicated and qualified personnel”

MISSION

“To become self-sustaining, orderly, business-friendly and healthy economic enterprise in the First District and in the Province of Iloilo”

GOALS

“The development of a dynamic and competent economic enterprise in the Southern Iloilo that contributes substantial revenues to the municipality and provides functional services to its constituents with equal range of opportunities”

OBJECTIVES

1. To regulate the preparation and selling of meat, poultry, fish, vegetables, fruits, fresh dairy products and other foodstuffs for public consumption to make Miagao Public Market a healthy market in the First District and in the Province of Iloilo;
2. To increase local revenue sources of Miagao and to make the Public Market a self-sustaining economic enterprise;
3. To manage and maintain the condition of commercial building, structures and amenities for the safety of occupants and the buying public.
4. To maintain cleanliness and orderliness in the public market to attract investors for sustainable economic growth.

SERVICES OFFERED

1. Issuance of lease contract
2. Revenue Collection
3. Administration

Schedule of Availability of the Service

8:00 a.m. - 5:00 p.m.

How to Avail of the Service

ISSUANCE OF LEASE CONTRACT

A. For New Applicant:

Steps	Clients		LGU		TFA	Person In Charge
	Activities	Documentary Requirement	Offices	Required Actions		
1	Notice of Vacancy and Issuance of Lease Contract Form	Application for Lease noted by the Municipal Administrator/Municipal Mayor	Market	Assessment and issuance of form	3 min.	Fheb Kenneth Narte; Lolita Nejana; Jon Mark Muyong
2	Signing the Lease Contract as Witness	Filled-up lease contract form	Market	Checking of filled-up lease contract form	3 min.	Jon Mark Muyong (Market Supervisor II)
3	Approval of Lease Contract	Lease contract duly signed by required signatories	Mayor's Office	Interview & Signing of lease contract	5 min.	Macario N. Napulan, MD., (Municipal Mayor)

B. For Renewal:

Steps	Clients		LGU		TFA	Person In Charge
	Activities	Documentary Requirement	Offices	Required Actions		
1	Signing the Lease Contract as Witness	Filled-up lease contract form	Market	Checking of filled-up lease contract form and signing the lease contract as witness	3 min.	Jon Mark Muyong (Market Supervisor II)
2	Approval of Lease Contract	Lease contract duly signed by required signatories	Mayor's Office	Interview & Signing of lease contract	5 min.	Macario N. Napulan, MD., (Municipal Mayor)

REVENUE COLLECTION

Steps	Clients		LGU		TFA	Person In Charge
	Activities	Documentary Requirement	Offices	Required Actions		
1	Entry of Goods/ Merchandise	Mayor's Permit	Market	Verification of Permit;	2 min.	Renante Oscares; Jessie Fabillo; Jessie Nonato; Joelito Faner
2	Issuance of Cash Tickets	None	Market	Weighing of goods and merchandise	5 min.	Renante Oscares; Jessie Fabillo; Jessie Nonato; Joelito Faner
3	Selling/Trading of Merchandise	None	Market	As required		

ADMINISTRATION

Steps	Clients		LGU		TFA	Person In Charge
	Activities	Documentary Requirement	Offices	Required Actions		
1	Information/ Complaints	Report or statement thru blotter report of the market guard/staff	Market	Interview; Logbook	5 min.	Fheb Kenneth Narte; Lolita Nejana; Jon Mark C. Muyong; Market Guards
2	Assessment and Validation	None	Market	Site Inspection; Needs Analysis	5 min	Fheb Kenneth Narte; Lolita Nejana; Jon Mark C. Muyong; Market Guards
3	Referral to concerned unit/agency	None	Market	Reporting	5 min.	Fheb Kenneth Narte; Lolita Nejana; Jon Mark C. Muyong; Market Guards
4	Action Taken	None	Market	as planned Logbook	as planned	Concerned unit/agency

OFFICE OF THE MUNICIPAL AGRICULTURIST

CITIZEN'S CHARTER

The Office of the Municipal Agriculturist is implementing various programs to achieve food security in the Municipality of Miagao. One of the various programs include the implementation of the Coastal Resource Management CRM Plan to protect, manage, conserve and the sustainable use of resources. CRM Program has various activities to include the implementation of the Fishery Law Enforcement which includes the Registration of the Fisherfolks and their Fishing Vessels (3gross tonnage and below) and the Application/Licensing of the Fishery Projects.

VISION:

A progressive municipality with good environmental governance endowed with rich and diverse coastal resources collectively being managed by God loving, environmentally aware and healthy community members.

MISSION:

To implement an integrated coastal and land-based development programs that will ensure the sustainable utilization and management of coastal resources through the collective efforts of the different stakeholders in the community.

GOALS:

- 1) To protect and conserve the coastal and land-based resources of the community in order to uplift the living condition of the people and to achieve food security
- 2) To develop and promote the eco-tourism potential of Miagao
- 3) To prioritize the registered municipal Fisherfolks in the use of the coastal resources within the municipal waters of Miagao.

OBJECTIVES:

- 1) To regulate access to municipal waters through the Registration of Fisherfolks and their Fishing Boats (3gross tons and below)
- 2) To prioritize the municipal Fisherfolks in the use of the municipal waters through the acquisition of the municipal permits and licenses of all fishery projects

SCHEDULE OF AVAILABILITY OF SERVICE:

Regular Office hours: 8:00 AM to 5:00PM (Monday to Friday)

APPLICATION FOR FISHERY PROJECTS MUNICIPAL FISHERY LICENSE/PERMIT ACQUISITION

Requirements:

1. Barangay Clearance
2. BFARMC Endorsement
3. Duty accomplished Application Form
4. Community residence certification (Individual)
Certificate of Registration Accreditation (Corporations, Cooperatives, Associations)
5. Other pertinent documents

HOW TO AVAIL OF THE SERVICE			
FOLLOW THESE STEPS	OFFICE ACTIVITY	IT WILL TAKE YOU	PLEASE APPROACH
1. Present requirements for Certificate of Recommendation	Validation of clearance and conduct ocular inspection of the project	½ day to 1 day to be conducted in the barangay	Eden Legaspi Agri. Tech or any Agricultural Technologist available
2.	Issuance of the office Certificate of Recommendation	5 minutes	Raymundo Monroy
3. Proceed to the Licensing			

OFFICE OF THE MUNICIPAL AGRICULTURIST REGISTRATION OF MUNICIPAL FISHING VESSELS THREE (3) GROSS TONNAGE AND BELOW

Requirements:

1. Barangay Clearance
2. BFARMC Endorsement
3. Duty accomplished Application Form (Annex A)
4. Community Residence Certification
5. PNP/PNP Maritime Clearance

HOW TO AVAIL OF THE SERVICE			
FOLLOW THESE STEPS	OFFICE ACTIVITY	IT WILL TAKE YOU	PLEASE APPROACH
1. Fisherfolks file application for registration/ submit requirements	Validation of documents	10 minutes	Eden Legaspi Agri. Tech or any Agricultural Technologist available
2. Prepares fishing vessel for inspection	Conduct ocular inspection of the vessel in the barangay/ad measurement	½ day to be conducted in the barangay	Eden Legaspi Agri. Tech or any Agricultural Technologist available
3.	Assign Official Number and Barangay Code to a registered fishing vessel	10 minutes	Eden Legaspi Agri. Tech or any Agricultural Technologist available
4.	Institute vessel marking/color coding signifying the name of the vessel and the official no. to be painted on both sides of the mid portion of the vessel	½ day to be conducted in the barangay	Barangay FARMC Members/ Eden Legaspi
5. Fisherfolks get copy of the approved registration of fishing vessel		1 minute	Raymundo Monroy

MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE

CITIZENS' CHARTER

I. Mission Statement

To be able to educate our constituents on the proper Solid Waste Management

II. Objectives

To be able to conduct Solid Waste Management training and educate our constituents on the proper Solid Waste Management

SCHEDULE OF AVAILABILITY OF SERVICES

Monday – Friday 8:00AM – 5:00PM

Request of Certificate of Training on Solid Waste Management

HOW TO AVAIL OF SERVICES

Step	Client	Office Activity	Duration ofActivity	Person/s In-Charge
1	Request for a certificate on SWM	Receives the request and gives the schedule of training	5 Mins	Mark Ferdinand F. Moragas Jeyson N. Toledo Jane Jacket N. Branton
2	Attends training on SWM	Gives training on SWM	1 Hr	For. Isidro C. Mosura, Jr.
3	Client receives the certificate	Records attendance and gives certificate to the client	2 Mins	Mark Ferdinand F. Moragas Jeyson N. Toledo Jane Jacket N. Branton

Request of Certificate of Training on Solid Waste Management

HOW TO AVAIL OF SERVICES

1	Request for a Certification to Transport Lumber and Charcoal, and Letter of No Objection	Receives the request and check for the completeness of requirements	2 Mins	Mark Ferdinand F. Moragas Jeyson N. Toledo Jane Jacket N. Branton
2	Pay for the certification Fee	Prints certification	2 Mins	Mark Ferdinand F. Moragas Jeyson N. Toledo Jane Jacket N. Branton
3	Brings certification to MENRO Head for signature	MENRO Head signs the certificate and get the Received copy	1 Min	For. Isidro C. Mosura, Jr.

MUNICIPAL DISASTER RISK REDUCTION & MANAGEMENT OFFICE

CITIZEN'S CHARTER

A. FUNCTIONAL STATEMENT

To achieve a sustainable social, economic and environmental development in the Municipality through reducing risks and vulnerabilities, particularly those of the poor and marginalized groups, and by effectively responding to, and recovering from all types of disasters.

Ensure efficient and effective emergency response and disaster preparedness, by coordinating and integrating all activities necessary to build, sustain, and improve the capability to mitigate against, prepare for, respond to, and recover from disasters, with the active participation of the community.

B. GOAL

To prepare communities and institutions to act and be equipped with knowledge and capacities for effective disaster risk reduction and management at times of disasters in order to reduce losses and damages to lives and property.

C. OBJECTIVES

1. Set the direction, development, implementation and coordination of disaster risk management programs within their territorial jurisdiction;
2. Design, program, and coordinate disaster risk reduction and management and activities consistent with the National Council's standards and guidelines;
3. Facilitate and support risk assessments and contingency planning activities at the local level;
4. Consolidate local disaster risk information which includes natural hazards, vulnerabilities, and climate change risks, and maintain a local risk map;
5. Organize and conduct training, orientation, and knowledge management activities on risk reduction and management at the local level;
6. Operate a multi-hazard early warning system, linked to disaster risk reduction to provide accurate and timely advice to national or local emergency response organizations and to the general public, through diverse mass media, particularly radio landline communications, and technologies for communication within rural communities;
7. Formulate and implement a comprehensive and integrated Local Disaster Risk Reduction and Management Plan (LDRRMP) in accordance with the national, regional and provincial framework, and policies on disaster risk reduction in close coordination with Local Development Councils (LDCs);
8. Prepare and submit to the local Sangguniang Bayan through the Local Disaster Risk Reduction and Management Council and the LDC the annual LDRRMO Plan and budget, the proposed programming of the Local Disaster Risk Reduction and Management Fund (LDRRMF), other dedicated disaster risk reduction and management resources, and other regular funding source/s and budgetary support of the LDRRMU;
9. Conduct continuous disaster monitoring and mobilize instrumentalities and entities of the Local Government Units (LGUs), Civil Society Organizations (CSOs), private groups and organized volunteers, to utilize their facilities and resources for the protection and preservation of life and properties during emergencies in accordance with existing policies and procedures;
10. Identify, assess and manage the hazards vulnerabilities and risks that may occur in their locality;
11. Disseminate information and raise public awareness about those hazards, vulnerabilities and risks, their nature, effects, early warning signs and counter-measures;
12. Identify and implement cost-effective risk reduction measures/ strategies;
13. Maintain a database of human resource, equipment, directories, and location of critical infrastructures and their capacities such as hospitals and evacuation centers;
14. Develop, strengthen and operationalize mechanisms for partnership or networking with the private sector, CSOs, and volunteer groups;
15. Take all necessary steps on a continuing basis to maintain, provide, or arrange the provision of or to otherwise make available, suitably-trained and competent personnel for effective civil defense and disaster risk reduction and management in its area;
16. Organize, train, equip and supervise the local emergency response teams and the Accredited Civil

Defense Volunteers, ensuring that humanitarian aid workers are equipped with basic skills to assist mothers to breastfeed;

17. Respond and manage the adverse effects of emergencies and carry out recovery activities in the affected areas, ensuring that there is an efficient mechanism for immediate delivery of food, shelter and medical supplies for women and children, endeavor to create a special place where internally-displaced mothers and children can find help with breastfeeding, feed and care for their babies and give support to each other;

18. Within its area, promote and raise public awareness of and compliance with the Act and legislative provisions relevant to the purpose of the Act;

19. Serve as secretariat and executive arm of the LDRRMC;

20. Coordinate other disaster risk reduction and management activities;

21. Establish linkage/network with other LGUs for disaster risk reduction and emergency response purposes;

22. Recommend through the LDRRMC the enactment of local ordinances consistent with the requirements of RA 10121;

23. Implement policies, approved plans and programs of the LDRRMC consistent with the policies and guidelines laid down under RA 10121;

24. Establish a Municipal Disaster Risk Reduction and Management Operations Center;

25. Prepare and submit, through the LDRRMC and the LDC, the report on the utilization of the LDRRMF and other dedicated disaster risk reduction and management resources to the local Commission on Audit for provincial level, copy furnish the regional director of the Office of Civil Defense and the Local Government Operations Officer of the Department of the Interior and Local Government; and

26. Act on other matters that may be authorized by the LDRRMC.

1. EMERGENCY RESPONSE

ABOUT THE SERVICE

Aside from the IEC and Trainings being conducted by the MDRRM Office, the Office' next main activity is Emergency Response, which focuses more on catering various emergencies, within its area of responsibility.

HOW TO AVAIL OF THE SERVICE:

- In cases of Vehicular or Traffic Accident, Emergency Response starts upon receiving a call (with location, victims' state, number of victims/casualties), informing the PNP and MHO of the event and proceeding on scene to cater the needs of the victims

- Other Emergency Response starts upon receiving a call (with location, victims state, number of victims/casualties, informing the MHO, then proceeding on scene to cater the needs of the victims

STEP	CLIENT ACTION	LGU ACTION	OFFICE OR UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF SERVICE 1
1	Call the MDRRM Office Hotline – 513 – 7089 – 09177450992 - “24/7” UHF-VHF Call sign	Respond to the call and alert the team with equipment to be dispatched	MDRRM Office – 24/7 E.O.C. Personnel	MDRRM Office	2 minutes
		Emergency Medical Responders proceed to the scene	MDRRM Office – 24/7 E.O.C. Personnel	MDRRM Office	5 minutes

2. NON-EMERGENCY TRANSPORT (WITHIN AND OUTSIDE THE MUNICIPALITY OF MIAGAO)

ABOUT THE SERVICE

Aside from the IEC & Trainings, as well as Emergency Response, the MDRRM Office also extend other emergency services such as Non – Emergency Transport, within its area of responsibility.

STEP	CLIENT ACTION	LGU ACTION	OFFICE OR UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF SERVICE
1	Submit letter request for transport to the Municipal Mayor	Receive the letter for City Mayor's approval and Issuance of Travel Order for outside the Municipality	Office of the Municipal Mayor	Office of the Municipal Mayor	--
2	Wait for call/ Wait for the Emergency Medical Team to arrive at scene	MDRRMO and 24/7 E.O.C. will deploy team assigned for the Transport	MDRRM Office – 24/7 E.O.C. Personnel	MDRRM Office Miagao	Within operational period

3. ISSUANCE OF CERTIFICATION FOR DISASTER AND CALAMITY VICTIMS (INSURANCE CLAIMS)

ABOUT THE SERVICE

Issuance of Certification for those who are affected by a disaster is a main service being provided by the MDRRM office, most especially after the times that disaster strikes. The said Certification is being used to claim insurance benefits that the victims (with insurance) usually avails during those depressing times.

HOW TO AVAIL THE SERVICE:

FOLLOW THESE STEPS:

STEP	CLIENT ACTION	LGU ACTION	OFFICE OR UNIT & PERSON	LOCATION OF SERVICE	DURATION OF SERVICE
1	Submit requirements	Verify requirements	Administration and Training Division	MDRRM Office Miagao	5 minutes
		Prepare verification report for the approval of the MDRRM Officer	Research and Planning Division	MDRRM Office Miagao	5 minutes
2	Claim the Certification	Release the Certification	Research and Planning Division	MDRRM Office Miagao	2 minutes

CUSTOMER FEEDBACK FORM

Thank you for visiting the Municipality of Miagao and availing of our services. Because we want to serve you better, please answer the questions relevant to your visit:

1. Name: _____
2. Address: _____
3. Department/Office Visited: _____
4. Service Availed: _____

- | OUR OFFICE | YES | NO |
|---|--------------------------|--------------------------|
| 5. Is the office easy to locate? | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Is the office clean and orderly? | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Did you feel comfortable? | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Was there a long waiting line of customers? | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Was there an appropriate signage of direction? | <input type="checkbox"/> | <input type="checkbox"/> |

- | OUR FRONTLINERS | YES | NO |
|--|--------------------------|--------------------------|
| 10. Is the employee-in-charge available? | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. Is the employee-in-charge knowledgeable? | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. Is the employee-in-charge accommodating? | <input type="checkbox"/> | <input type="checkbox"/> |
| 13. Were you received properly? | <input type="checkbox"/> | <input type="checkbox"/> |
| 14. Were your needs attended to promptly? | <input type="checkbox"/> | <input type="checkbox"/> |
| 15. Were you made to wait long? | <input type="checkbox"/> | <input type="checkbox"/> |

- | REQUIREMENTS | YES | NO |
|---|--------------------------|--------------------------|
| 16. Were you made aware of the requirements? | <input type="checkbox"/> | <input type="checkbox"/> |
| 17. Was there so many additional requirements? | <input type="checkbox"/> | <input type="checkbox"/> |
| 18. Were you given proper information on how to get requirements? | <input type="checkbox"/> | <input type="checkbox"/> |
| 19. Were you made aware of the fees you will pay? | <input type="checkbox"/> | <input type="checkbox"/> |

- | OUR OFFICERS | YES | NO |
|---|--------------------------|--------------------------|
| 20. Were the authorized official/s available? | <input type="checkbox"/> | <input type="checkbox"/> |
| 21. Did it take him/them long to sign the document? | <input type="checkbox"/> | <input type="checkbox"/> |
| 22. Nagpa-importante ba? | <input type="checkbox"/> | <input type="checkbox"/> |

- | OUR INFORMATION | YES | NO |
|--|--------------------------|--------------------------|
| 23. Is the document needed available? | <input type="checkbox"/> | <input type="checkbox"/> |
| 24. Is the document well-organized? | <input type="checkbox"/> | <input type="checkbox"/> |
| 25. Is the data complete? | <input type="checkbox"/> | <input type="checkbox"/> |
| 26. Is the data relevant to your request? | <input type="checkbox"/> | <input type="checkbox"/> |
| 27. Are instructions clear, brief and concise? | <input type="checkbox"/> | <input type="checkbox"/> |

Other Comments/Suggestions:

Thank you very much.

Please Drop this in our Box 724 at the Lobby of the Municipal Building

MAMAMAYAN MUNA, HINDI MAMAYA NA Program

FORM 2 – REQUEST FOR ASSISTANCE (Paghingi ng Tulong)

Date (Petsa) _____

Name of Requesting Party: _____ Tel/Fax/Cellphone/Beeper No. _____

Office/Address: _____
(Tanggapan/Adres)

Residence Address: _____
(Tirahan)

Particulars of Request: (Tulong na Hinihingi)

Signature (Lagda)

*You may use the back page for additional information.
(Maaaring gamitin ang likuran ng papel para sa karagdagang impormasyon)

MAMAMAYAN MUNA, HINDI MAMAYA NA Program

FORM 3 – COMPLAINT (REKLAMO)

Date (Petsa) _____

Name of Complainant: _____ Tel/Fax/Cellphone/Beeper No. _____

Office/Address: _____
(Tanggapan/Adres)

Residence Address: _____
(Tirahan)

Name of Person Being Complained of: _____
(Pangalan ng Nirereklamo)

Position/Office _____
(Posisyon/Tanggapan)

Particulars of Complaint:
(Detalye ng Reklamo)

Signature (Lagda)

*You may use the back page for additional information.
(Maaaring gamitin ang likuran ng papel para sa karagdagang impormasyon)

MAMAMAYAN MUNA, HINDI MAMAYA NA Program

FORM 4 – RECOMMENDATION (MUNGKAHI)

Date (Petsa) _____

Name of Recommending Party: _____ Tel/Fax/Cellphone/Beeper No. _____
(Pangalan ng Nagre-rekomenda) (Telepono)

Office/Address: _____
(Tanggapan/Adres)

Residence Address: _____
(Tirahan)

Particulars of Request:
(Tulong na Hinihingi)

Signature (Lagda)

*You may use the back page for additional information.
(Maaaring gamitin ang likuran ng papel para sa karagdagang impormasyon)