



Citizen's Charter



(A service Book of the Allacapeños in accessing the LGU's Services)

ALLACAPAN, CAGAYAN

**OFFICE OF THE MAYOR
INVENTORY OF FRONTLINES**

FRONTLINE SERVICES	STEP/PROCEDURE	DOCUMENTARY REQUIREMENTS	RESPONSE TIME	RESPONSIBLE PERSON (Name and Designate)	AMOUNT OF FEE (IF APPLICABLE)
ISSUANCE OF MAYOR'S CLEARANCE CERTIFICATION AND RECOMMENDATION FOR JOB	1. Client sign in logbook	<ol style="list-style-type: none"> 1. Barangay Clearance 2. Community tax Certificate 3. Receipts of payment from the Treasury 4. Address with postal address 	3 minutes	ROSELAN PEARL M. COLLADO	P 90.00 for Mayor's Clearance
	2. Submit Requirement for mayor's Clearance/JOB Recommendation/Certification		10 minutes		
	3. Client waits while the documents is being prepared/processed		45 minutes	JOHANSEN VON A. COLUMNA	
	4. Approval of the Mayor		30 minutes		
	5. Client receives the clearance/certification/recommendation		5 minutes	ROSELAN PEARL M. COLLADO	
GRANTING OF FINANCIAL/MATERIAL ASSISTANCE	1. Client sign in logbook	<ol style="list-style-type: none"> 3. Request letter 4. Proposal 	3 minutes	KRIS ANNE M. DELOS REYES	--
	2. Client present Request/Proposal for Reviews		10 minutes		
ISSUANCE MAYOR'S PERMIT A. FOR PEDDLERS B. FOR CARAVAN SALE C. FOR COCKFIGHT (Derby,Pintakasi)	1. Client waits while the request is being processed and advised to the Status of the request	<p>List of goods or offers to promote/sell clearance from the MHO</p> <p>Other supporting Documents for the particular commodity to Sell/promote(specify)</p>	3 minutes	ANALYN C. GALANO	Refer to Revenue Code 2014
	2. Client pays required fees		10 minutes		
	3. Client waits while the permit is being processed		30 minutes	TREASURY OFFICE	
	4. Client receives the requested permit				
TOTAL RESPONSE TIME: 2 hours & 29 Minutes					

INVENTORY OF FRONTLINES

FRONTLINE SERVICES	STEP-BY-STEP PROCEDURES	DOCUMENTARY REQUIREMENTS	RESPONSE TIME	RESPONSIBLE PERSON	FEES (IF APPLICABLE)
<p>D. TO ENGAGE BUSINESS</p>	<p>1. EVALUATION OF ACCOMPLISHED APPLICATION FORM AND REQUIREMENTS AT BPLO. PROCEED TO OTHER LOCAL REGULATORY OFFICES (MPDO, MEO, HEALTH/SANITARY, TREASURY/STALL RENTALS) FOR REQUIRED CLEARANCES. (Isumite ang nasalutang "application form" at ang mga kailangang dokumento at pumunta sa iba pang lokal na tanggapan para sa kaukulang "clearances").</p>	<p>●Primary Requirements * Filled up Unified Form * Barangay Clearance</p> <p>●Secondary (For Renewal of Business) Income Tax Return/ (BIR) Monthly/Quarterly Payment or Financial Statement of previous year (for computation of taxes, fees and charges)</p> <p>●DTI/CDA/SEC (For New Registration) Cert. of Compliances with SSS/Pag-Ibig/Philhealth</p>	<p>5 to 30 minutes</p>	<p>Frontline – BPLO</p> <p>Analyn C. Galano BPLO-Designate or Mayor’s Office Staff</p>	<p>Refer to Revenue Code 2014</p> <ul style="list-style-type: none"> • Computation of tax due is based from capital Investment for new business while for old business is base from Gross Sales.
	<p>2. ASSESSMENT AND PAYMENT OF TAXES AND FEES AT TREASURY OFFICE. (Ipakuwenta ang buwis at iba pang bayarin sa Treasurer at magbayad ng buwis sa kahera ng Treasury Office.</p>	<p>All documents from step 1</p>	<p>1 to 2 hours</p>	<p>Jeni-Wilma A. Paudan MTO</p>	
	<p>3. ISSUANCE OF THE PERMIT (Iprisinta ang application form/pinagbayarang resibo at FSIC para sa pagkuha ng Business Permit at Business Plate)</p>	<p>All documents from step 2</p>	<p>1 to 2 hours</p>	<p>Analyn C. Galano</p>	
<p style="text-align: center;">TOTAL RESPONSE TIME: 4 hours & 30 Minutes</p>					

**OFFICE OF THE SANGGUNIAN BAYAN
INVENTORY OF FRONTLINES**

	STEPS/PROCEDURE	Responsible Person	Maximum Response/Waiting Time	Requirements	Amount of fees, If any
Local Legislation	1. Registers at the SB Visitors Logbook	Officer-of-the-day	1 minute	Any valid ID Card	
	2. Files Written/Oral Request	Marie Joy Cindy D. Tabaldo/Emma T. Sambajon	3 minutes		
	3. Photocopy of requested documents	Joveliza O. Pacnis	3 minutes		
	4. Approves document requested	Telynor Dal ponce, Jr.	1 minute		
Franchise Services	1. Evaluation of Tricycle Requirements	Devina M. Jose Richard H. Taguba	3 minutes	1. Barangay Clearance	
				2. Proof of Ownership indicating the Engine and Chassis Number	
				3. Professional Driver's License	
				4. Official Receipt as Proof of payment	
	2. Pay the corresponding fee at the Municipal Treasurer's Office	(Treasury Office)			New Franchise: P 530.00
	3. Processing and Issuance of Tricycle Franchise	Devina M. jose Richard H. Taguba	5 minutes		Renewal: P 430.00
	4. Approval of Tricycle Franchise	Hon. Yvonne Kathrina S. Florida Telynor Dal. Ponce, Jr.	1 minute		
TOTAL RESPONSE TIME: 17 Minutes					

INVENTORY OF FRONTLINES
Municipal Budget Office

- A. CONTROL OF OBLIGATION REQUEST AS TO AVAILABILITY OF APPROPRIATION**
B. REVIEW OF BARANGAY ANNUAL/ SUPPLEMENTAL BUDGETS

PLEASE FOLLOW THESE STEPS	YOU WILL NEED TO PRESENT	IT WILL TAKE YOU	PLEASE APPROACH
1. Submit budget for review	Appropriation Ordinance AIP and Budget Preparation Forms	10 minutes	Ms. Elsa C. Lappay Budgeting Assistant
2. Review and Release of Budget to the SB Office for approval		2 days	Rosemaryne I. Tunac Municipal Budget Officer
<i>TOTAL RESPONSE TIME: 2 days & 10 Minutes</i>			

The office commits and provides technical assistance to the Local Chief Executive, Sangguniang Bayan and Barangay Captains in the preparation, authorization, execution, accountability and reporting of the total resources and reporting of the resources and expenditures budget. It's also provides technical and staff services to the Municipal Mayor and other local officials on budget matters which may be needed in policy formulation and program implementations.

PLEASE FOLLOW THESE STEPS	YOU WILL NEED TO PRESENT	IT WILL TAKE YOU	PLEASE APPROACH
1. Submit vouchers and OR duly filled up and signed by requesting officials.	Wait processing	3 minutes	Ms. Marie Claire U. Pugal Administrative Aide (RMO I)
2. Submit documents for signature	Wait processing	1 minute	Rosemaryne I. Tunac Municipal Budget Officer or Ms. Elsa C. Lappay Budgeting Assistant
<i>TOTAL RESPONSE TIME: 4 Minutes</i>			

INVENTORY OF FRONTLINES
Municipal Accounting Office

FRONTLINE SERVICES	STEP-BY-STEP PROCEDURES	DOCUMENTARY REQUIREMENTS	RESPONSE TIME	RESPONSIBLE PERSON	FEES (IF APPLICABLE)
1. Reviewing of Municipal and Barangay Transaction	1. Client approaches the staff/Municipal Accountant - staff verify the Disbursement Voucher and supporting documents	applicable supporting/ documentary requirements on claims	15 minutes	1. Emerita C. dela Rosa 2. Lilibeth A. Doydora 3. Jovelyn M. Reynoso	N/A
2. Certifying of transaction	1. Certify as to correctness and validity of Disbursement Voucher or claims 2. Disbursement Voucher forwarded to the Office of the Municipal Treasurer	applicable supporting/ documentary requirements on claims	5 minutes	Emerita C. dela Rosa	N/A
3. Preparation of Accountant's Advice of Local Check Disbursement	1. Staff receives the Disbursement Voucher with corresponding check from the Office of the Mayor duly signed and approved by the Municipal Treasurer and Municipal Mayor.	Check duly signed by the Municipal Treasurer and the Municipal Mayor	20 minutes	1. Lilibeth A. Doydora 2. Jovelyn M. Reynoso 3. Sheena T. Tagupa	N/A
4. Certifying of Accountant's Advice of Checks	1. Staff forwards the DV with check advice to the Treasury for release 2. Staff delivers the summary Accountant's Advice to the bank	Check duly signed by the Municipal Treasurer and the Municipal Mayor	10 minutes	Emerita C. Dela Rosa	N/A
<i>TOTAL RESPONSE TIME: 50 Minutes</i>					

**INVENTORY OF FRONTLINES
MUNICIPAL PLANNING AND DEVELOPMENT OFFICE**

SERVICES	STEP-BY-STEP PROCEDURES	DOCUMENTARY REQUIREMENTS	RESPONSE TIME	RESPONSE PERSON	FEES IF APPLICABLE
1. Issuance of zoning Certification/Certification	1. Secure application form from the MPDO and pre-Assessment of Requirements	VALID ID	3-5 times	Mr. Glenn Joseph N. Abella	N/A
	2. Pay Zoning fee at Municipal Treasury. Submit receipt of payment with the duly notarized application form and complete requirements to the Planning and Development Office for processing. Applicant will be advised of the date for the release of the Zoning Clearance/Certificate of Zoning Compliance.	Proof of ownership over the property (Certificate of Title, Tax Declaration or Notarized Deed of Sale/Donation) Vicinity Map, site Development Plan, Bill of materials (for Certificate of Zoning Compliance Only)	1 hour to 3 Days	ROMMEL T. URSUA/GLENN JOSEPH N. ABELLA	N/A
	3. Please accomplish feedback form at the PACD.				
	4. Release of Decision		3-5 minutes	ROMMEL T. URSUA for the decision GLENN JOSEPH N. ABELLA for the release of decision	N/A
<i>TOTAL RESPONSE TIME: 3 days & 10 Minutes</i>					

CITIZEN'S CHARTER (Republic Act 9485) HUMAN RESOURCE MANAGEMENT OFFICE

The office is in charge of personnel management and records keeping in accordance with the constitutional provisions on civil service, pertinent laws, rules and regulations, thereon, including implementation of personnel mechanism, policies, guidelines and standards as the Civil Service Commission may establish.

A. PROCESSING OF APPLICATION FOR LEAVE OF ABSENCES THE SERVICE:

Permanent, temporary, casual, contractual and elective government officials and employees are entitled to vacation, sick leave and other privilege leave.

Employees accrue leave credits (1.25 days each for vacation and sick leave every month).

Actual leaves are deducted from these leave credits. If an employee leave period exceeds the accrued credits, he/she will not be entitled to pay for the excess.

Applications for vacation leave, if possible, must be filed at least 5 days before the leave. For sick leaves, the application must be filed immediately upon return of the employee to work.

PLEASE FOLLOW THESE STEPS	YOU WILL NEED TO PRESENT/PAY	IT WILL TAKE YOU	PLEASE APPROACH	REMARKS
1. Fill up Application for leave Form and have it approved by your supervisor	2 copies of Application for Leave Form (CSC form#6, Revised 1984)		Human Resource Management Staff	No Required fees/fees (not applicable)
2. Submit the accomplished form for processing Administrative Officer or Administrative Assistant II in the absence of the latter, review & approves the computation on the application for leave.	a. Medical Certificate for sick leave exceeding 5 days b. Clearance from Money or Property Accountability if leave will last for 30 calendar days or more	18 minutes	FREDERICK O. DELA CRUZ HRMO/ACTING MGSO GREGORIA J. VINOYA Administrative Assistant II	
3. Get Approved Application for Leave		2 minutes	FREDERICK O. DELA CRUZ HRMO/ACTING MGSO GREGORIA J. VINOYA Administrative Assistant II	
TOTAL RESPONSE TIME: 20 Minutes				

B. APPLYING FOR A JOB WITH THE LOCAL GOVERNMENT UNIT

THE SERVICE:

Application for work at the Local Government Unit- Allacapan, Cagayan is open to anyone particularly bonafide residents provided that the applicant meets the qualification required for the job opening.

Job opening are posted at the Municipal hall bulletin boards, at the HRMO Bulletin of Vacant Position. Application should be submitted to the HRMO.

A Human Resource Merit Promotion and Selection Board (HRMPSB) screens applicants particularly on promotion and permanent position in the Plantilla.

The HRMPSB Member are:

- The Municipal mayor or his duly authorized representative or the Municipal Vice Mayor if the vacancy is in legislative branch (Chairman)
- Sangguniang Bayan Member particularly the Chairman on Personnel Services
- Representative from the 1st Level Positions duly elected by general assembly
- Representative from the 2nd Level Position duly elected by general assembly
- Department Head of the department which has the vacancy
- The Human Resource Management Office (HRMO)

PLEASE FOLLOW THESE STEPS	YOU WILL NEED TO PRESENT/REQUIREMENTS	IT WILL TAKE YOU	PLEASE APPROACH	REMARKS
1. Inquire/check for Job Vacancy at the: - Human Resource Management Office bulletin board			HR PERSONNEL	
2. Submit Application Indicating position applied for and the particular Department/Office in the Municipal Government of Allacapan	a. Application Letter addressed to Mayor or Vice Mayor through the HRMO b. Bio data/Resume w/ 2x2 picture c. Certificate of employment by authorized person d. Diploma/Transcript of Records e. CS Eligibility/RA1080;(unexpired PRC license) if any f. Certificates of Trainings/Seminars attended, if any g. Performance rating if for promotion	2 minutes	ARCHIE M. VILLON	
3. Undergo Preliminary Interview		10 minutes	FREDERICK O. DELA CRUZ	
4. Wait for Notice of Screening			HR PERSONNEL	
5. Undergo Personnel Selection Board Screening		20 minutes	HR PERSONNEL	Human Resource Merit Promotion and Selection Board
6. Wait for notification if you were selected by the Human Resource Merit Promotion and Selection Board to fill the vacant position			HR PERSONNEL	

TOTAL RESPONSE TIME: 32 Minutes

Accomplish Client Feedback Form & drop at designated drop box at public Assistance & Complaint Desk Located at the Grand Floor, Municipal Hall, Allacapan, Cagayan

C. ISSUANCE OF SERVICE RECORD, CERTIFICATE OF EMPLOYMENT AND/OR COMPENSATION & OTHER PERSONNEL RECORDS

THE SERVICE:

The Local Government employees and former employees may request the HRMO for copies of service records, certificate of employment and/or compensation and other certifications and personnel records.

These are usually required for Salary loans and other forms of loans, Step Increments/Promotions, Retirement and terminal leave purposes, Employment by other companies/agencies upon resignation from the Local Government, Benefit claims and other purposes not mentioned herein

PLEASE FOLLOW THESE STEPS	YOU WILL NEED TO PRESENT/PAY	IT WILL TAKE YOU	PLEASE APPROACH
1. Sign Client Logbook		3 Minutes	HR STAFF
2. Wait for the Printing and Signing of Records		6 Minutes	HR STAFF
3. Get Record		1 Minute	HR STAFF
TOTAL RESPONSE TIME: 10 Minutes			

D. ISSUANCE OF APPOINTMENT PAPERS OF NEWLY HIRED ND PROMOTED PERSONNEL THE SERVICE:

Appointment papers for newly hired employees, promoted employees and renewal of appointment for temporary, casual and contractual employees are prepared by the Administrative Officer IV/HRMO.

PLEASE FOLLOW THESE STEPS	YOU WILL NEED TO PRESENT/PAY	IT WILL TAKE YOU	PLEASE APPROACH
1. Get Form 212 Personal Data Sheet (PDS), Statement of Assets, Liabilities & Net Worth (SALN) Form & Medical Certificate Form (CSC Form 211) from the Human Resource Management Office (For New/Promotion) and you will be instructed how to fill-up these forms.			SHERYL T. ABELLA
2. Submit the duly accomplished forms under item #1 to the Human Resource Management Office (HRMO) for verification/ Review of the Completeness of the requirements	a. 3 copies NBI Clearance b. 3 copies of Certificate of Eligibility if needed c. 3 copies of Certificate of Training & Employment Experience if needed d. 1 Xerox copy of Transcript of Records e. 1 Xerox copy of Diploma f. Birth Certificate g. Other requirement as may be deemed necessary	5 Minutes	GREGORIA J. VINOYA
3. Wait for the Preparation of Appointment Forms		30 Minutes	SHERYL T. ABELLA
4. Go to your supervisor for the signing of the Position Description Form	Position Description Form (PDF)	3 Minutes	

PLEASE FOLLOW THESE STEPS	YOU WILL NEED TO PRESENT/PAY	IT WILL TAKE YOU	PLEASE APPROACH
5. Go to the Municipal Accountant Office/Budget for the Signing of Availability of Fund for Allowances & Salary	Certification Form	3 Minutes	EMERITA C. DELA ROSA Municipal Accountant ROSEMALYNE I. TUNAC Municipal Budget Officer
6. Have your appointment papers Signed by the HRMO and approved by the Mayor for those under the Executive Branch or the Vice Mayor those under the Legislative Branch	Appointment papers	45 Minutes	HARRY D. FLORIDA Municipal Mayor YVONNE KATHRINA S. FLORIDA Municipal Vice Mayor
<i>TOTAL RESPONSE TIME: 1 hour & 26 Minutes</i>			

E. PROCESSING OF DOCUMENTS FOR GOVERNMENT SERVICE INSURANCE SYSTEM (GSIS) MEMBERSHIP AND RETIREMENT, PHILHEALTH MEMBERSHIP, PAG IBIG FUND MEMBERSHIP LOANS FROM PARTNER LENDING INSTITUTIONS AND OTHER CLAIMS OF THE LGU OFFICIALS AND EMPLOYEE CONFIRMATION OF LOANS FROM GSIS (GWAPS) BY THE AGENCY AUTHORIZED OFFICE (AAO)

Membership of Municipal employees (Elective, Permanent, Co-Terminous, Temporary, Contractual & Casual) to Government Service Insurance System (GSIS), Phil health, Pag-ibig Fund.

Loan from GSIS, pag-ibig and other lending institution are processed by the office.

PLEASE FOLLOW THESE STEPS	YOU WILL NEED TO PRESENT/PAY	IT WILL TAKE YOU	PLEASE APPROACH
1. Submit requirements	For membership & retirement to Government Service Insurance System (GSIS), Philhealth&Pag-ibig Accomplished a. Application Form b. Appointment papers c. Birth Certificates d. 2x2 Picture For the processing of papers and documents for loan to different institutions a. Accomplished Application Form b. Latest Net take Home Pay c. Payroll or Pay Slip	10 Minutes	HR STAFF
2. Wait for the approval of application by concerned agencies			
<i>TOTAL RESPONSE TIME: 10 Minutes</i>			
Accomplish Client Feedback Form & drop at designated drop box at public Assistance & Complaint Desk.			

**F. SAFEKEEPING & UPDATING OF 201 FILES
ISSUANCE OF NOSA AND NOSI**

THE SERVICE:

All employees records (201 Files) are kept in the Human Resource Management Office for safekeeping & updating for ready reference and periodic audit by Civil Service Commission.

INVENTORY OF FRONTLINE SERVICES MUNICIPAL GENERAL SERVICES OFFICE

- A. SERVICE:** Facilitate, Bookings/Reservations of LGU Facilities/Equipment's
- ❖ Municipal Gymnasium
 - ❖ Function Hall
 - ❖ Service Vehicle

PLEASE FOLLOW THESE STEPS	YOU WILL NEED TO PRESENT/PAY	IT WILL TAKE YOU	PLEASE APPROACH	REMARKS
1. Sign Service Log Book/Submission of Request	Letter Request addressed to: The Municipal Mayor Thru: The MGSO/ HRMO-DESIGNATE	5 minutes	FREDERICK O. DELA CRUZ MGSO/ HRMO-Designate	No Required fee/fees (not applicable)
2. Verification on the Calendar of Activities/Availability of Service Vehicles		5 minutes	FREDERICK O. DELA CRUZ MGSO/HRMO-Designate	No Required fee/fees (not applicable)
3. Approval of the request		5 minutes	FREDERICK O. DELA CRUZ MGSO/HRMO-Designate	No Required fee/fees (not applicable)
<i>TOTAL RESPONSE TIME: 15 minutes</i>				

B. PROCUREMENT OF GOODS THROUGH PERSONAL

CANVASS

The General Services Office is in charge of procuring/purchasing of goods needed in the operation of the Local Government Unit

PLEASE FOLLOW THESE STEPS	YOU WILL NEED TO PRESENT/PAY	IT WILL TAKE YOU	PLEASE APPROACH	REMARKS
1. Received and Record Purchase Request (PR) from Department needing the supplies	Purchase Request (PR) duly approved by the Municipal Mayor	3 minutes	JOVELYN C. DELA CRUZ Administrative Aide III FREDERICK O. DELA CRUZ MGSO/HRMO-Designate	No Required fee/fees (not applicable)
2. Prepare canvass paper	Approved P.R of needed goods	10 minutes	JOVELYN DELA CRUZ Administrative Aide II LILIA R. URMATAM Administrative Aide II FREDERICK O. DELA CRUZ MGSO/HRMO-Designate	No Required fee/fees (not applicable)
3. Bring canvass paper to supplier for quotation	Canvass paper	1 day	FREDERICK O. DELA CRUZ MGSO/HRMO-Designate	No Required fee/fees (not applicable)
4. Prepare Abstract and Award	Three (3) quoted canvass	20 minutes	LILIA R. URMATAM Administrative Aide II FREDERICK O. DELA CRUZ MGSO/HRMO-Designate	No Required fee/fees (not applicable)
5. Bring Abstract and Award to BAC members for their signature	All documents; P.R, Canvass Abstract and Award	1 hour	LILIA R. URMATAM Administrative Aide II	No Required fee/fees (not applicable)
6. Prepare Purchase Order (P.O)/ Record Control Number	All documents	20 minutes	JOVELYN DELA CRUZ Administrative Aide II LILIA R. URMATAM Administrative Aide II	No Required fee/fees (not applicable)
7. Bring P.O for approval by the Municipal Mayor	All documents	5 minutes	LILIA R. URMATAM Administrative Aide II	No Required fee/fees (not applicable)

8. Served P.O to the supplier	Approved P.O	1 day	FREDERICK O. DELA CRUZ MGSO/HRMO-Designate	No Required fee/fees (not applicable)
9. Received goods	Inspect delivered goods/supplies	½ day	RODNEY O. DALIRE Administrative Aide FILEMON U. AGLIPAY III Administrative Aide FREDERICK O. DELA CRUZ MGSO/HRMO-Designate	No Required fee/fees (not applicable)
10. Prepare Inspection report, acceptance and Report of waste materials	All documents	1 hour	LILIA R. URMATAM Administrative Aide II	No Required fee/fees (not applicable)
11. Forward all documents to the Budget Office for Obligation Request			LILIA R. URMATAM Administrative Aide II	No Required fee/fees (not applicable)
<i>TOTAL RESPONSE TIME: 2 days & 14 hours & 58 Minutes</i>				

**INVENTORY OF FRONTLINES
TREASURY OFFICE**

FRONTLINE SERVICES	STEP-BY-STEP PROCEDURES	DOCUMENTARY REQUIREMENTS	RESPONSE TIME	RESPONSIBLE PERSON	FEES (IF APPLICABLE)
1. ISSUANCE OF CTC AND CERTIFICATION	1. Client approaches the Revenue collection clerk and pay the required fee	Accomplished Personal Data Information	10 minutes	Elma P. Reynoso Mylene Reynoso Iline Tolentino Rey Francis Tapugay Joeal Yves Agcaoil	Refer to Tax Code
2. ISSUANCE OF CERTIFICATION OF OWNERSHIP/TRANSFER TO LARGE CATTLE	1. Client waits for the verification if the large cattle has been branded or not	1. Community tax certificate 2. Original copy of ownership 3. Original Transfer copy	10 minutes	Lester Loie Udani Jameson Agtuca Wyrlos Judulos	210.00 110.00
3. Payment of Real Property Tax	1. Client approaches the Revenue Collection Clerks for the computation and payment of real property taxes	1. Notice of Assessment from the Municipal Assessor's Office 2. Previous Tax Receipt	30 mins	Maricel U. Ladiocan Elma P. Reynoso Iline Tolentino Mylene Ramirez	Refer to assessment of Real Property
4. Payment of Business Tax	1. Client approaches the designated personnel for the computation and payment of Business taxes	1. Application form 2. CTC 3. Brgy. Business Clearance, DTI certificate 4. Sales Book/Annual Gross Sales	20 minutes	Rogelio Tamalia Elma P. Reynoso Iline Tolentino	Refer to Municipal Tax Code
TOTAL RESPONSE TIME: 1 hour & 10 Minutes					

Feed Back /Complaint Mechanisms

Feed Back/Complaint Mechanisms

If your request has been attended promptly and courteously please send your inquiries, suggestions, recommendations and complaints to the Municipal Mayor **HARRY D. FLORIDA** with contact number **09158888812** or you may fill up the prescribed form from the Officer-of-the-Day (OD) and drop in the Suggestion Box provided for the purpose located at the Public Assistance and Complaint Desk (PACD).

**INVENTORY OF FRONTLINES
ASSESSORS OFFICE**

FRONTLINE SERVICES	STEP-BY-STEP PROCEDURES	DOCUMENTARY REQUIREMENTS	RESPONSE TIME	RESPONSIBLE PERSON	FEES (IF APPLICABLE)
1. Assessment of Real property taxes	1. Client sign in the logbook 2. Client waits for the verification as to where the property is located 3. Client waits while Assessment clerk will inspect to determine the type to building before preparing the FAAS & T.B a. Client waits while assessment clerk prepare FAAS & T.D with regards to lands b. Client waits while Assessment clerk will inspect the actual condition of the machinery with regards to machinery before preparing the FAAS & T.D 4. Client waits while Mun. Assessors review the prepared FAAS & T.D	1. Sworn Statement declaring the true current & Fair Market value 1. Building Plan 2. Officials PurchaseReceipt of Machineries	3 minutes	Selma Tolbe	
			30 minutes	Tax Mapper Aide	
			4hrs	Genalyn C. Magday Administrative Aide II	
			1 hrs.	Mark Clester S. Fronda Administrative Aide	
			4 hrs.	Isabelo Jerome E. Jados Assessment Clerk II	
2. Issuance of true copy of tax Declaration	1. The Client request for the Issuance of the True Copy of Tax Declaration & is advised to pay fees 2. Client present official Receipt and waits for the preparation of the True Copy tax Declaration 3. Client waits while the Mun. Assessor review and sign the prepared Copy of T.D 4. Client receives the True Copy of Tax Declaration		10 minutes	Antonio T. Sumalabe Mun. Assessor	₱ 80.00
			10 minutes	Antonio T. Sumalabe Mun. Assessor	
			2 minutes	Antonio T. Sumalabe Mun. Assessor	
			1 minutes	Antonio T. Sumalabe Mun. Assessor	
			TOTAL RESPONSE TIME: 10 hours & 26 Minutes		

Feed Back/Complaint Mechanisms

If your request has been attended promptly and courteously please send your inquiries, suggestions, recommendations and complaints to the Municipal Mayor **HARRY D. FLORIDA** with contact number **0915888812** or you may fill up the prescribed form from the Officer-of-the-Day (OD) and drop in the Suggestion Box provided for the purpose located at the Public Assistance and Complaint Desk (PACD)

**INVENTORY OF FRONTLINE SERVICES
LOCAL CIVIL REGISTRAR**

FRONTLINE SERVICES	STEP-BY-STEP PROCEDURES	DOCUMENTARY REQUIREMENTS	RESPONSE TIME	RESPONSIBLE PERSON	FEES (IF APPLICABLE)
I. ISSUANCE OF CERTIFIED COPY CERTIFICATION OF BIRTH MARRIAGE AND DEATH	1. Client sign is logbook	Official Receipt	3 minutes	Emmanuel R. Reynoso Asst. Registration Officer	Birth/Death-65.00 Marriage-65.00
	2. Client files request		2 minutes		
	3. Client waits for verification on the availability of record in the computer database and book of Civil Registry Records		6 minutes	Eugenia U. Aglipay Mun. Civil Registrar	
	4. Client pay the required fee		5 minutes	Eugenia U. Aglipay Mun. Civil Registrar	
	5. Client present official receipt and receives requested documents		2 minutes		
II. REGISTRATION OF BIRTH	1. Client files request	Marriage contact/community tax Certificate of the father	5 minutes	Emmanuel R. Reynoso Asst. Registration Officer	
	2. Client submitted required documents ❖ If parent are Married ❖ If parent are not Married		6 minutes	Eugenia U. Aglipay Mun. Civil Registrar Emmanuel R. Reynoso Asst. Registration Officer	
	3. Client wait while document is being processed.		2 minutes	Eugenia U. Aglipay Mun. Civil Registrar	
	4. Client receives document			Emmanuel R. Reynoso Asst. Registration Officer Eugenia U. Aglipay Mun. Civil Registrar	

III. REGISTRATION DEATH CERTIFICATE	<ol style="list-style-type: none"> 1. Client sign in logbook 2. Client files request and provides information needed by the office 3. Client is advised to pay fees 4. Clients proceeds to the MHO for the signing of the Death Certificate <ul style="list-style-type: none"> ❖ Client provides information to the MHO to accomplish needed data in the death certificate 5. Client proceeds to the MCR for signing of the Death Certificate 6. Client receives documents 	<p>Medical Certificate</p> <p>Accomplished Death Certificate</p> <p>Accomplished Death Certificate</p> <p>Accomplished Death Certificate</p>	<p>20 minutes</p> <p>10 minutes</p> <p>6 minutes</p>	<p>Emmanuel R. Reynoso Asst. Registration Officer Eugenia U. Aglipay Mun. Civil Registrar</p> <p>Revenue Collection Clerk</p> <p>Dr. Lea Morena V. Donton Mun. Health Officer</p> <p>Eugenia U. Aglipay Mun. Civil Registrar</p> <p>Eugenia U. Aglipay Mun. Civil Registrar</p>	<p>650.00</p>
<i>TOTAL RESPONSE TIME: 1 HOUR & 7 Minutes</i>					

INVENTORY OF FRONTLINES
Municipal Engineering Office

A. ISSUANCE OF BUILDING INSPECTION CLEARANCE FOR BUSINESS PERMIT

THE SERVICE:

Business enterprise are required to secure Building Inspection approval from the Municipal Engineer's Office before the start of commercial operations and during the annual renewal of business permits. This is part of the process of securing a Business License/Mayor's Permit.

RENEWAL OF BUSINESS PERMIT APPLICATION

PLEASE FOLLOW THESE STEPS	YOU WILL NEED TO PRESENT/PAY	IT WILL TAKE YOU	PLEASE APPROACH
1. Sign in Client Log Book		3 minutes	Aileen U. Reyes Ramsey T. Rabanal
2. Submit documents for the assessment of the required Building Inspection	a. Daily accomplished Business Permit Application Form b. Detailed information about the business and sketch location	3 minutes	Ramsey T. Rabanal Engr. Ronald J. Cabalang
3. Wait for the processing and release of inspection clearance		3 minutes	Engr. Ronald J. Cabalang Aileen U. Reyes
<i>Accomplish Client Feedback Form & drop at designated drop box at PACD.</i>			
<i>TOTAL RESPONSE TIME: 9 Minutes</i>			

FOR NEW ENTERPRISE

PLEASE FOLLOW THESE STEPS	YOU WILL NEED TO PRESENT/PAY	IT WILL TAKE YOU	PLEASE APPROACH
1. Sign in Client Log Book		3 Minutes	Aileen U. Reyes
2. Submit requirements for verification and get schedule of building inspection	a. Duly accomplished Business permit Application Form b. Contract of Lease/Consent (if applicant's a lessee) c. Detailed information about the business and sketch of location d. Building Permit	3 Minutes NOTE: All inspection are scheduled in the morning.	Ramsey T. Rabanal Engr. Ronald J. Cabalang
3. Return to Municipal Engineering Office the next day to get Permit Applicant on Form duly signed by assigned Municipal Engineer Office Personnel		1 day & 3 Minutes	Engr. Ronald J. Cabalang Aileen u. Reyes Ramsey t. Rabanal
<i>Accomplish Client Feedback Form & drop box at PACD.</i>			
<i>TOTAL RESPONSE TIME: 1 day & 9 Minutes</i>			

B. ISSUANCE OF BUILDING PERMIT

THE SERVICE:

A Building Permit is required prior to construction, alteration, major repair, or renovation or conversion of any building/structure 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 building or work is suspended or abandoned at any time after it has been commenced for a period of 120 days.

PLEASE FOLLOW THESE STEPS	YOU WILL NEED TO PRESENT/PAY	IT WILL TAKE YOU	PLEASE APPROACH
1. Sign in Client Log Book		3 minutes	Aileen u. Reyes
2. Submit Requirements	a. Notarized Application Form b. In case the applicant is the registered owner of the lot: b.1. Certified true copy of title (OCT/TCT) b.2. Tax Declaration b.3. Current Real Property Tax Receipt c. In case the applicant is not the registered owner of the lot: c.1. Duly notarized copy of the Contract Lease or Sale c.2. Duly notarized copy of the Deed of Absolute Sale d. Four (4) sets of Architectural & Structural Plans, specifications and cost estimates signed and sealed by a duly licensed and registered Architects or Engineers	15 Minutes	Aileen U. Reyes Ramsey T. Rabanal Engr. Ronald J. Cabalang
3. Return after 1 day to get Order of Payment	See Annex "A" for Schedule of Fees	1 day	Ramsey T. Rabanal
4. Pay Building Permit Fee at the Treasury Office while your documents are processed	Order of Payment Fees shall be subject to the rate of computation started in the Revenue Code	40 Minutes	Evelyn Olivas(Treasury Office)
5. Return to Municipal Engineering Office and get Approved Building Permit	Official Receipt	2 Minutes	Aileen U. Reyes Engr. Ronald J. Cabalang
<i>Accomplish Client Feedback Form & drop at designated drop box at PACD.</i>			
<i>TOTAL RESPONSE TIME: 1 day & 1 Hour</i>			

C. ISSUANCE OF AN OCCUPANCY PERMIT

THE SERVICE:

An Occupancy Permit is required before any building or structure is used or occupied. It is usually secured after the completion of a structure.

It is also required if there is any change in the existing use or occupancy of a building, structure or any portion thereof.

PLEASE FOLLOW THESE STEPS	YOU WILL NEED TO PRESENT/PAY	IT WILL TAKE YOU	PLEASE APPROACH
1. Sign in Client Log Book		3 Minutes	Aileen U. Reyes Ramsey T. Rabanal
2. Submit Requirements	1. Certificate of Completion 2. Construction Log Book 3. As-Built Plans	3 Minutes	Ramsey T. Rabanal
1. Get Schedule of Building Inspection and Order of Payment	See Annex "A" for Schedule of Fees	1 Hour on-site inspection	Ramsey T. Rabanal Engr. Ronald J. Cabalang
2. Pay the required fees at the Municipal Treasury Office while your documents are processed prior to the issuance of Occupancy Permit	Order of Payment	18 Minutes	Evelyn Olivas (Treasury Office)
3. Return to Municipal Engineering Office and get Approved Occupancy Permit	Official Receipt	2 Minutes	Aileen U. Reyes Engr. Ronald J. Cabalang
<i>Accomplish Client Feedback Form & drop at designated drop box at PACD.</i>			
<i>TOTAL RESPONSE TIME: 1 Hour & 25 Minutes</i>			

**INVENTORY OF FRONTLINES
OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT**

FRONTLINE SERVICES	STEP-BY-STEP PROCEDURES	DOCUMENTARY REQUIREMENTS	RESPONSE TIME	RESPONSIBLE PERSON	FEES (IF APPLICABLE)
Issuance of certificate of Indigency	1. Secure certificate of Indigency from Barangay. 2. Preparation of Indigent Certificate. 3. Issuance of Certificate Indigency	Certificate of Indigency from Barangay	5 mins. Upon request	Ofelia G. Jados, Mary Jane D. Cuaresma	
Provision of Aid to individual in Crisis Situation(AICS)	1. Secure certificate of Indigency from barangay 2. Secure Medical Certificate 3. Preparation of vouchers	Certificate of Indigency from Barangay, Original Medical Certificate	10 mins. Upon request	Ofelia G. Jados, Mary Jane D. Cuaresma Gemma T. Pagaduan	
Issuance of Social Case Study Report	1. Secure certificate of Indigency from Barangay 2. Secure Medical Certificate 3. Intake/collateral interview 4. Prepare Social Case Study	Certificate of Indigency form from Barangay, Original Medical Certificate/Medical Abstract	1 day upon request	Ofelia G. Jados, Mary Jane D. Cuaresma Gemma T. Pagaduan	
Conduct of Pre-marriage counselling	counselling	Would be couple/s	4 hours	Ofelia G. Jados	
Issuance of referrals	1. Secure Certificate of Indigency from Barangay 2. Secure Medical Certificate	Certificate of Indigency from Barangay, Original Medical Certificate	5 mins. Upon request	Ofelia G. Jados, Mary Jane D. Cuaresma	
Issuance of Privilege I.D. to persons with Disability	1. Profiling (RHU)	Profiler	1 hour	Gemma T. Pagaduan	
<i>TOTAL RESPONSE TIME: 1 day & 5 hours & 20 minutes</i>					

**INVENTORY OF FRONTLINES
OFFICE OF THE MUNICIPAL AGRICULTURE**

FRONTLINE SERVICES	STEP-BY-STEP PROCEDURES	DOCUMENTARY REQUIREMENTS	RESPONSE TIME	RESPONSIBLE PERSON	FEES (IF APPLICABLE)
A. RICE PROGRAM					
1. Profiling/Masterlisting	Interview the farmer		3 minutes	Hipolito G. Arquero Jr. Cheryll B. Aglanao Rodney C. Dalire Benito I. Manarpaac	
2. Seed Distribution	Verification of document if farmer is eligible to receive	Barangay Clearance	3 minutes	Hipolito G. Arquero Jr. Cheryll B. Aglanao Rodney C. Dalire Benito I. Manarpaac	
3. Supervision of Techno Demo	Conduct Technical Briefing and field monitoring	Master list of farmer cooperators	4 hours	Rodney C. Dalire Benito I. Manarpaac	
4. Monitoring and Evaluation of crop damage	Field visitation and interview farmers and barangay officials		8 hours	Hipolito G. Arquero Jr. Cheryll B. Aglanao Rodney C. Dalire Benito I. Manarpaac	
5. Submission of crop damages, planting and harvesting	Year round	Master list of farmers	4hours	Hipolito G. Arquero Cheryll B. Aglanao Rodney C. Dalire Benito I. Manarpaac	
6. Crop Insurance Program	Verification of the RSBA, interview the farmers and filling-up the application form. Year round		8 minutes	Hipolito G. Arquero Cheryll B. Aglanao Rodney C. Dalire Benito I. Manarpaac	
7. Field monitoring on the barangay	Technician monitor the status of plants and recommend measures if needed		8 hours	Hipolito G. Arquero Cheryll B. Aglanao Rodney C. Dalire Benito I. Manarpaac	
B. Corn Program					
1. Profiling/Master listing	Interview the farmer		3 minutes	Hipolito G. Arquero Cheryll B. Aglanao Rodney C. Dalire Benito I. Manarpaac	

FRONTLINE SERVICES	STEP-BY-STEP PROCEDURES	DOCUMENTARY REQUIREMENTS	RESPONSE TIME	RESPONSIBLE PERSON	FEEES (IF APPLICABLE)
2. Seed Distribution	Verification of Document if farmer is eligible to receive	Barangay Clearance	3 minutes	Hipolito G. Arquero Cheryll B. Aglanao Rodney C. Dalire Benito I. Manarpaac	
3. Monitoring and Evaluation of crop damage	Field visitation and interview farmers and barangay officials		8 hours	Hipolito G. Arquero Cheryll B. Aglanao Rodney C. Dalire Benito I. Manarpaac	
4. Submission of Crop damages, Planting and Harvesting	Year round	Master list of farmers	4 hours	Hipolito G. Arquero Cheryll B. Aglanao Rodney C. Dalire Benito I. Manarpaac	
5. Crop Insurance Program	Verification of the RSBSA, interview the farmers and filling-up the application form. Year round		8 mins	Hipolito G. Arquero Cheryll B. Aglanao Rodney C. Dalire Benito I. Manarpaac	
6. Field monitoring on the Barangay	Technician monitor the status of plants and recommend measures if needed		8 hours	Hipolito G. Arquero Cheryll B. Aglanao Rodney C. Dalire Benito I. Manarpaac	
C. High Value Commercial Crops					
1. Master listing of farmers willing to engage in forest trees and trees farming	Conduct Information Education Campaign Validation of site		Year round	Hipolito G. Arquero Cheryll B. Aglanao Rodney C. Dalire Benito I. Manarpaac	
2. Field monitoring	Demonstrate the proper technology, recommend necessary measures		Year round	Hipolito G. Arquero Cheryll B. Aglanao Rodney C. Dalire Benito I. Manarpaac	
3. Propagation of Planting	Observe proper steps on plant propagation (seedling, budding, grafting, marcotting)		Year round	Romel P. Munis	
D. Subsidize land preparation (4 wheel tractor)					
1. Field validation	Verify the accessibility of the farm, measure the area, request the farmer to pay the exact fee for the measured area		Year round	Benito I. Manarpaac	

FRONTLINE SERVICES	STEP-BY-STEP PROCEDURES	DOCUMENTARY REQUIREMENTS	RESPONSE TIME	RESPONSIBLE PERSON	FEES (IF APPLICABLE)
2. Plowing A. Upland B. Lowland	Satisfaction of the client must always be observed		4 hours	Benito I. Manarpaac Treasury Office	Upland-Php 2,200/Lowland-Php 1,800
E. Fisheries					
1. Master listing of Fishpond owners	Validation of the existence of fishpond		4 hours	Hipolito G. Arquero Jr. Cheryll B. Aglanao Rodney C. Dalire Benito I. Manarpaac	
2. Filling-up application for fingerlings	Verify master list of fishpond owners, consult barangay technician on the fishpond to be stocked		15 minutes	Rodney C. Dalire	
3. Distribution of fingerlings	Verify eligibility documents of the farmer beneficiaries		5 minutes	Rodney C. Dalire	
4. Conduct Techno Demo	Brief the farmer cooperators, prepare fishpond		4 hours monthly	Rodney C. Dalire	
5. Technical Briefing	Conduct fish production technologies training for master listed fishpond owners		3 days/year	Rodney C. Dalire BFAR Personnel	
F. Livestock					
1. Master listing/profiling of livestock and poultry	Interview farmers		3 minutes	Hipolito G. Arquero Jr. Cheryll B. Aglanao Rodney C. Dalire Benito I. Manarpaac	
2. Diagnosing Treatment Deworming Castration and Vaccination Ante Mortem Inspection	Interview the owners Through inspection of the animal and interview the owner		3 minutes 3 minutes 3 minutes 3 minutes 10 minutes		
G. Office works					
1. Preparation of Vouchers	Secure all necessary documents before preparing the voucher	BAC, OBR, PR, PO, TO, CA Contracts Attendance sheet	1 hour	Cheryll B. Aglanao Marilyn D. Tenedor Valentina D. Pugal	
2. Issuance of Zoning Clearance	Necessary documents must be carefully verified	Title, TAX Declaration Deed of scale Zoning Clearance Fee receipt	Year round	Valentina D. Pugal Cheryll B. Aglanao	

FRONTLINE SERVICES	STEP-BY-STEP PROCEDURES	DOCUMENTARY REQUIREMENTS	RESPONSE TIME	RESPONSIBLE PERSON	FEES (IF APPLICABLE)
3. Preparation of letters	Consult the requesting personnel before printing to avoid waste of office supplies	Drafted Scrip/Document	Year round	Cheryll B. Aglanao Marilyn D. Tenedor Valentina D. Pugal	
4. Verification and signing of documents	Documents must thoroughly verified before signing to avoid repetition of preparation		3 minutes	Eliseo B. Galura	
5. Delegation, Supervision, Evaluation in the implementation of programs and projects	Proper delegation, supervision and evaluation should be regularly observe to ensure proper implementation of programs/projects	Accomplishment report, certificate of appearance of AEW and office personnel	Year round	Eliseo B. Galura	
6. Planning and Budgeting	Problems encountered by the AEW and suggestion of the stakeholders, Environmental situations must always be taken into considerations as bases of planning and budgeting	AEW reports Stake holders resolutions/suggestions records	3 rd quarter	Eliseo B. Galura	
H. Meat Inspection					
1. Slaughter house management	Clean and disinfect inside and outside the slaughter house and the corals and pigpen		4 hours	Teddy De Ocampo Dominador Olalde	
2. Receiving stocks	Marking and recording the stocks		4 hours	Teddy De Ocampo Dominador Olalde	
3. Verification of Documents	Verify if the documents are properly signed by the authorities (Treasury and Police)	Documents of large cattle	5 minutes	Marilyn D. Tenedor	
4. Inspection and markings of carcass	Thorough inspection of carcass and mark if qualified for human consumption. Condemn if not but the owner should be properly briefed on the reason of condemnation.		10 minutes	Marilyn D. Tenedor	
TOTAL RESPONSE TIME:					

INVENTORY OF FRONTLINES MUNICIPAL HEALTH OFFICE

FRONTLINE SERVICES	STEP-BY-STEP PROCEDURES	DOCUMENTARY REQUIREMENTS	RESPONSE TIME	RESPONSIBLE PERSON	FEES (IF APPLICABLE)
Hemoglobin determination	<ol style="list-style-type: none"> Client will sign in the logbook. Blood sample will be taken from Client. Client will wait for the blood mixing and RGT. Client will receive the result 	As per request of the MHO	3 mins. 10 mins. 10 mins. 10 mins. Total 33 mins.	Medical Technologist Yvonne Berbano	Refer to Approve Lab fees
Blood Typing	<ol style="list-style-type: none"> Client will sign in the logbook. Blood sample will be taken from Client. Client will wait for the blood mixing and RGT. Client will receive the result 	As per request of the MHO	3 mins. 10 mins. 5 mins. 10 mins.	Medical Technologist Yvonne Berbano	Refer to Approve Lab fees
Urinalysis	<ol style="list-style-type: none"> Client will sign in the logbook. Client submit urine sample. Client will undergo physical, chemical examination and centrifugation and microscopic examination. Client will receive the result. 	As per request of the MHO	3 mins. 10 mins 25 mins. 10 mins Total 43 mins.	Medical Technologist Yvonne Berbano	Refer to Approve Lab fees
Pregnancy Test	<ol style="list-style-type: none"> Client will sign in the logbook. Client submit urine sample. Client wait for the test procedure Client will receive the result. 	As per request of the MHO	3 mins. 15 mins. 10 mins. 10 mins. Total 38 mins.	Medical Technologist Yvonne Berbano	Refer to Approve Lab fees
Blood Smear for Malaria	<ol style="list-style-type: none"> Client will sign in the logbook. Blood sample will be taken from Client. Client will be given blood smear 	As per request of the MHO	3 mins. 10 mins.	Medical Technologist Yvonne Berbano	Refer to Approve Lab fees
Sputum Exam	<ol style="list-style-type: none"> Client will sign in the logbook. Client will submit sputum sample *Spot *Early morning Client will be given spectrum exam Client will receive result 	As per request of the MHO	3mins. 1 day	Medical Technologist Yvonne Berbano	Refer to Approve Lab fees
Skin Split Leprosy	<ol style="list-style-type: none"> Client will sign in the logbook. Blood sample will be taken from client Client will be given test procedure Client will receive the result. 		3 mins. 1 day 3 hour 30 mins 10 mins	Medical Technologist Yvonne Berbano	Refer to Approve Lab fees
TOTAL RESPONSE TIME: 2 day & 5 hours & 53 minutes					

INVENTORY OF FRONTLINE MDRRM Office

FRONTLINE SERVICE	DOCUMENTARY REQUIREMENTS	PROCESS/STEPS	PERSON/OFFICE RESPONSIBLE	MAXIMUM TIME TO CONCLUDE
1. Emergency Situation/Vehicular Accident	None	1. 24/7 Operations 2. After first aide, patient/s shall be push thru the nearest hospital	MDRRMO/Rescue 2285/RHU, PNP, BFP	Upon receiving of the call 1. 3-5 minutes (Along the line) 2. Eastern (5-10 mins.) 3. Western (10-15 mins.)
2. Hospital Transfer/from RHU and other hospital	None	24/7 Operations	MDRRMO/Rescue 2285/RHU/other hospitals	10-20 mins. depending on place of hospital
3. Typhoon and/or other calamity assistance	None	24/7 Operations	MDRRMO, MSWDO, MO, MAO, MEO, PNP, BFP, DILG, Brgy. Officials, volunteers	On time of Disaster
4. Evacuation and rescue services	None	24/7 Operations	MDRRMO, MSWDO, MO, MAO, MEO, PNP, BFP, DILG, Brgy. Officials, volunteers	
<i>TOTAL RESPONSE TIME: 50 Minutes</i>				
MDRRMO RESCUE 2285 HOTLINES: TM: 0997-644-2599, SMART: 0999-9683577				

MISSION: "To ensure the civil protection of the community, well prepared and resilient to any type of disaster"

VISION: "A resilient community equipped with all necessary knowledge to climate change for the protection and preservation of life, environment and property"