



LOCAL GOVERNMENT UNIT OF HINATUAN

CITIZEN'S CHARTER 2021 (3rd Edition)



I. MANDATE

God-loving, united, transparent, committed, credible, and competent

II. VISION

Hinatuan is a highly livable, tourists and investors friendly Municipality in the South where empowered people lives in a resilient environment under a dynamic leadership

III. MISSION

Guided by the principle of good governance and our core values, we are committed to accelerating sustainable development and promoting inclusive growth, and providing quality basic services.

IV. SERVICE PLEDGE

We commit to:

1. Advocate for the adoption of effective governance practices for efficient government service delivery and prevention of graft and corruption;
2. Capacitate government agencies to re-engineer their systems and procedures to reduce processing time and regulatory burden for the transacting public;
3. Promote the implementation of simplified requirements and procedures that will reduce red tape and expedite business and non-business-related transactions in the government;
4. Assist the public in filing and investigating complaints against government agencies and/ or officials for non-compliance to RA 11032;
5. Attend to all applicants or requesting parties who are within the premises of the office before the end of official working hours and during lunch break





LIST OF SERVICES

A. MUNICIPAL MAYOR'S OFFICE	PAGE
➤ External Services	
1. Application For Mayor's/ Business Permit (New)	7
2. Solemnization of Marriage and Issuance of Marriage Certificate	8
3. Issuance of Mayor's Clearance	10
4. Issuance of MO - ESWM Certificate	11
5. Issuance of Mayor's Certification and Endorsement For The Application of Private Land Timber Permit (Pltp)	12
6. Reservation For The Use of Municipal Gymnasium and Public Plaza	14
B. MUNICIPAL TREASURER'S OFFICE	
➤ External Services	
1. Issuance of Official Receipts: (Payment Of Fees With Order Slip)	18
2. Issuance of Community Tax Certificates (Cedula)	19
3. Collection of Real Property Tax and issuance of Tax Clearance	20
4. Registration and Transfer of Large Cattle	21
5. Issuance and Release of Checks	22
C. BUSINESS PERMIT AND LICENSING OFFICE	
➤ External Services	
1. New Business Registration	25
2. Renewal Business Registration	27
3. Motorized Tricycle Operation Permit (MTOp)	29
D. MUNICIPAL CIVIL REGISTRAR'S OFFICE	
➤ External Services	
1. Timely Registration of Birth	33
2. Late Registration & Registration of Illegitimate Child	35
3. Application For Marriage License	37
4. Filing Petition for Correction of Clerical Error	39
5. Issuance of Certification or True Copy of Birth, Death, and Marriage	40
E. MUNICIPAL ASSESSOR'S OFFICE	
➤ External Services	
1. Issuance Certified True Copy of Tax Declaration	44
2. Issuance Of Certification	46
3. Application Of Tax Declaration for Newly Discovered Land	48
4. Verification of Real Property Document	50
F. MUNICIPAL HEALTH OFFICE	
➤ External Services	
1. Rendering Child Care Services & Nutrition	53
2. Dental Health Services	56
3. Rendering Family Planning Services	58
4. Issuance of Sanitary Permits and Health Certificates	60
5. Normal Spontaneous Delivery and Newborn Care Services	62
6. Prevention Of Communicable & Non-Communicable Diseases	64





G. MUNICIPAL AGRICULTURE'S OFFICE	
➤ External Services	
1. Issuance Of Fishing Permits	68
2. Issuance Of Auxiliary /Transport Permits	69
3. Issuance Of Motorboat Fishing Vessel Registration/Permit To Operate & Motorboat Operator's License	70
4. Enrolment & Indemnity Claims Of Livelihood Of Farmers And Fishers to PCIC	73
H. MUNICIPAL ENGINEERING OFFICE	
➤ External Services	
1. Approval Of All Types Of Permits Under PD 1096	80
I. MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE	
➤ External Services	
1. Aid To Individuals In Crisis Situations (AICS)	84
2. Pre-Marriage Counseling Seminar	86
J. HINATUAN SOUTHERN COLLEGE	
➤ External Services	
1. Admission/Enrolment	90
2. Auxiliary Services	92
3. Services To Scholarship Grantees	93
K. BUREAU OF FIRE PROTECTION	
➤ External Services	
1. Fire Safety Evaluation Clearance For Building Permit	96
L. PHILIPPINE NATIONAL POLICE	
➤ External Services	
1. Request For Police Clearance	104
2. Request For Police Blotter Extract	106
3. Request For Police Traffic Incident Report	108
M. HUMAN RESOURCE MANAGEMENT OFFICE	
➤ Internal Services	
1. Issuance of Service Record and Certificate of Employment	113
2. Certification of Leave Credits and Certification of Leave Without Pay	115
3. Application for Retirement (GSIS and PAGIBIG)	116
4. Application for Sick Leave, Vacation Leave and/or Maternity Leave	117
5. Request for Monetization of Leave Credits	118





EXTERNAL SERVICES





MUNICIPAL MAYOR'S OFFICE

External Services





1. APPLICATION FOR MAYOR’S/ BUSINESS PERMIT (NEW)

Business permits are issued to ensure that businesses pay taxes and comply with local regulations for safety, security, health, and sanitation. This document also entitles an individual or organization to any support provided by the Local Government Unit off Hinatuan to businesses in the municipality

Office		MUNICIPAL MAYOR’S OFFICE		
Classification		Simple		
Type Of Transaction		G2b – Government to Business		
Who May Avail		Business Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Proof of Business Registration		❖ DTI/SEC/CDA		
❖ Basis of computing taxes, fees & charges		❖ MTO		
❖ Zoning Permit		❖ MPDO		
❖ Occupancy Permit		❖ MEO		
❖ Contract of Lease, if a lease				
❖ Barangay Clearance (for business applicants which do not need occupancy permits)		❖ BARANGAY		
❖ Police Clearance		❖ HINATUAN MPS		
❖ Sanitary Permit		❖ MHO		
❖ Fire Safety Inspection		❖ BFP		
CLIENT’S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complied application form for a business permit including the requirements and official receipts	1. Receives and review the complied application forms with ORs and records to a logbook		13 minutes	MA. QUERELEE R. SAYAWAN BPLO Designate
	1.1 Approves the Mayor’s/ Business Permit		5 minutes	SHEM G. GARAY Municipal Mayor
	1.2 Seals, and releases the approved Mayor’s permit to the client		3 minutes	MA. EVILLA D. SAYAWAN Admin. Asst V (Data Controller III)
TOTAL			21 minutes	





2. SOLEMNIZATION OF MARRIAGE & ISSUANCE OF MARRIAGE CERTIFICATE

The Municipal Mayor has the power to solemnize marriage as provided for by R.A. 7160 otherwise known as the Local Government Code of 1991

Office		MUNICIPAL MAYOR'S OFFICE		
Classification		SIMPLE		
Type Of Transaction		G2C – GOVERNMENT TO CITIZEN		
Who May Avail		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Application for Marriage				
❖ Marriage License				
❖ Affidavit of long cohabitation				
❖ Certificate of No Marriage				
❖ Birth Certificate				
❖ Pre - Marriage Counseling				
❖ Parent's Advice for 22-24 y/o couples				
❖ Parent's Consent for 18-21 y/o couples				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook	1. Give the logbook to the client		2 minutes	MA. EVILLA D. SAYAWAN Admin. Asst V (Data Controller III)
2. Submit the required documents to the clerk on duty for initial assessment and verification and pay the required fees at the Municipal Treasurer's Office by	2. Receive the required documents and check for completeness based on the requirements from the Civil Registrar's Office.		10 minutes	





<p>showing the Order of Payment* * Make sure to secure the Order of Payment that will be issued</p> <p>** Make sure to secure the Official Receipt that will be issued upon payment</p>	<p>2.1 Issue the Order of Payment if all required documents were given</p> <p>2.2 Start processing the request and schedule the date of marriage based on the availability of the Mayor</p> <p>2.3 Accept the payment based on the Order of Payment</p> <p>2.4 Issue the Official Receipt</p>	<p>Solemnization Fee - P100</p> <p>Oath Fee(Affidavit) – P 100</p>	<p>2 minutes</p>	<p>JUNE M. LINDO Revenue Collection Clerk I</p>
<p>3. Return to the Mayor’s Office for the conduct of marriage vows after presenting the Official Receipt and waiting for the release of the Marriage Certificate</p>	<p>3. Conducts the marriage vows</p> <p>3.1 Seals and releases the Marriage Certificate to the customer for registration at the Municipal Civil Registrar</p>		<p>2 minutes</p>	<p>SHEM G. GARAY Municipal Mayor</p> <p>MA. EVILLA D. SAYAWAN Admin. Asst V (Data Controller III)</p>
<p>TOTAL</p>		<p>P200</p>	<p>16 minutes</p>	





3. ISSUANCE OF MAYOR'S CLEARANCE

The Mayor's Clearance certifies that the individual is a resident of the municipality, of good moral character, and is a law-abiding citizen. The clearance is a document usually availed of by individuals seeking employment, scholarship, for a firearms license, and any other purpose.

Office		MUNICIPAL MAYOR'S OFFICE		
Classification		Simple		
Type Of Transaction		G2C – Government to Citizen		
Who May Avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Police Clearance		Mun. Police Station		
❖ Barangay Clearance		Barangay Hall concerned		
❖ Official Receipt		MTO		
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complied requirements with an official receipt	1. Receives and review the complied requirements with ORs and records to logbook	Certification Fee – P50	5 minutes	MILLY U. VIOS Executive Assistant II
	1.1 Approves the clearance		3 minutes	SHEM G. GARAY Municipal Mayor
	1.2 Seals and gives the document to the customer and keeps a copy for office file/record		2 minutes	MILLY U. VIOS Executive Assistant II
TOTAL		P 50	10 minutes	





4. ISSUANCE OF MO - ESWM CERTIFICATE

All business permit/license applicants are required to secure an ESWM certificate to validate and ensure whether the applicant/s are honestly implementing the ESWM Program of the Municipality as provided for in Republic Act 9003.

Office		MUNICIPAL MAYOR'S OFFICE		
Classification		Simple		
Type Of Transaction		G2C – Government to Citizen		
Who May Avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the ESWM office and request for a certificate after an orientation/reorientation on the ESWM program	1. Conducts ESWM program orientation/re orientation and advises the customer to wait for an actual inspection of their establishment		15 minutes	JERALD NIEL D. LAURENTE CAO I/ESWMO Designate
	1.1 Conducts Household establishment inspection.		15 minutes	
	1.2 Issues ESWM Certificate		2 minutes	
TOTAL			32 minutes	





5. ISSUANCE OF MAYOR’S CERTIFICATION AN ENDORSEMENT FOR THE APPLICATION OF PRIVATE LAND TIMBER PERMIT (PLTP)

Certification from the Municipal Mayor after the conduct of joint verification and inventory of DENR personnel and LGU representative.

Office		MUNICIPAL MAYOR’S OFFICE		
Classification		Simple		
Type Of Transaction		G2C – Government to Citizen		
Who May Avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Land Title		MASSO		
❖ Latest Tax Declaration		MASSO		
❖ Tax Clearance		MASSO		
❖ Official Receipt		MTO		
CLIENT’S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSNG TIME	PERSON RESPONSIBLE
<p>1. Submit the required documents on the clerk on duty for initial assessment and verification and pay the required fees at the Municipal Treasurer’s Office by showing the Order of Payment*.</p> <p>* Make sure to secure the Order of Payment</p>	<p>1. Receives and review the complied requirements needed for the requested document</p> <p>1.1 Conducts joint verification and inventory together with DENR personnel and submit Inventory report to the mayor for endorsement to the DENR</p>		<p>2 minutes</p> <p>1 day per client</p>	<p>JERALD NIEL D. LAURENTE CAO I/ ESWMO Designate</p>





<p>** Make sure to secure the Official Receipt that will be issued upon payment</p>	<p>1.2 Accept the payment based on the Order of Payment</p> <p>1.2 Issue the Official Receipt</p>	<p>P 150</p>	<p>4 minutes</p>	<p>JUNE M. LINDO Revenue Collection Clerk I</p>
<p>2. Return to the Mayor's Office for release of endorsement and Certification</p>	<p>2. The Municipal Mayor approves the Certification and endorsement prepared by the ESWMO and gives the documents to the client and keeps file copy for record.</p>		<p>5 minutes</p>	<p>MA. EVILLA D. SAYAWAN Admin. Asst V (Data Controller III)</p>
TOTAL		<p>P150</p>	<p>1 day and 11 mins</p>	





6. RESERVATION FOR THE USE OF MUNICIPAL GYMNASIUM AND PUBLIC PLAZA

In the interest of public service, it is the policy of the municipal government to make its facilities available for the use of the public.

Office		MUNICIPAL MAYOR'S OFFICE		
Classification		SIMPLE		
Type Of Transaction		G2C – GOVERNMENT TO CITIZEN		
Who May Avail		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Letter request addressed to the Mayor				
❖ Official Receipt				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	1. Give the logbook to the client		2 minutes	MA. EVILLA D. SAYAWAN Admin. Asst V (Data Controller III)
2. Pay the required fees at the Municipal Treasurer's Office by showing the Order of Payment* * Make sure to secure the Order of Payment that will be issued	2 Checks Corresponding Log Book for the availability of venue and records activity on the booking date. 2.1 Issue the Order of Payment 2.2 Prepares the Mayor's permit; CC concerned agencies and attaches OR as proof of payment	Depend ing on the assess ment of MTO	10 minutes	MA. EVILLA D. SAYAWAN Admin. Asst V (Data Controller III)





<p>** Make sure to secure the Official Receipt that will be issued upon payment</p>	<p>2.3 Accept the payment based on the Order of Payment</p> <p>2.4 Issue the Official Receipt</p>		<p>3 minutes</p>	<p>JUNE M. LINDO Revenue Collection Clerk I</p>
<p>3. Return to the Mayor's Office for the release of Mayor's permit</p>	<p>3. Approves the Permit</p> <p>3.1 Seal, photocopy and release the approved Mayor's permit to the customer Keep the photocopy for office file/record</p>		<p>5 minutes</p> <p>3 minutes</p>	<p>SHEM G. GARAY Municipal Mayor</p> <p>MA. EVILLA D. SAYAWAN Admin. Asst V (Data Controller III)</p>
TOTAL			23 minutes	





FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback?</p>	<p>Every Friday, the Human Resource Management Officer/ Bilis Aksyon Partner opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups in the Office of the Municipal Mayor, clients may contact MO Hotline Number: 0919-071-1674</p>
<p>How to file complaints?</p>	<p>Answer the Client Complaint Form located at the Municipal Hall Lobby and drop it at the designated drop box. Complaints can also be filed via email the lquhinatuan.hrmo@gmail.com and make sure to provide the following information:</p> <ul style="list-style-type: none"> Name of the person being complained Incident Evidence <p>For inquiries and follow- ups you may contact ; HRMO Hotline # 0919-071-1676</p>
<p>How complaints are processed?</p>	<p>Every Friday, the HRMO/Bilis Aksyon Partner opens the drop box and evaluates each complaint. Upon evaluation, the HRMO/Bilis Aksyon Partner shall start the investigation and forward the complaint to the relevant office for their explanation. The HRMO/Bilis Aksyon Partner will create a report after the investigation and shall submit it to the Head of the Agency for appropriate action. The HRMO/Bilis Aksyon Partner will give feedback to the client.</p> <p>For inquiries and follow- ups you may contact ; HRMO Hotline # 0919-071-1676</p>
<p>Contact Information of ARTA, Presidential Complaints Center, and the Contact Center ng Bayan</p>	<p>ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)</p>





MUNICIPAL TREASURER'S OFFICE

External Services





1. ISSUANCE OF OFFICIAL RECEIPTS: (PAYMENT OF FEES / ORDER SLIP)

Any transaction or services in the government that require payment of taxes, fees and charges, the issuance of corresponding official receipt to insure the proper accounting and recording of government monies and income.

Office		MUN. TREASURER'S OFFICE		
Classification		SIMPLE		
Type Of Transaction		G2C – GOVERNMENT TO CITIZEN		
Who May Avail		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Pay Order Slip (POS) from the office where he/she is transacting business.				
❖ Birth, Marriage, Death Certificate and Other pertaining Civil Registry Document				
❖ Certified True Copies of Tax Declarations, and other Certifications pertaining to real properties.				
❖ Land Use and Zoning Fee				
❖ Building Permit Fee, Line, and Grade Plumbing Permit, Electrical Permit, Fencing Permit Fee Occupancy Permit Fee				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Treasurer's Office and present the pay Order Slip and wait for the issuance of official receipt	1. Verify and receive the Pay Order Slip 1.1 Issue official receipt	Depends on the assessment	5 minutes	JUNE LINDO ROLANDO AYUSTE NESTOR CHUA REYLNZO BARRIOS MICHELLE MALINAO Revenue Collection Clerks I
TOTAL			5 minutes	





2. ISSUANCE OF COMMUNITY TAX CERTIFICATES (CEDULA)

The community tax certificates shall be issued to a Filipino individual or juridical person, who has earned & owned real property. It shall accrue every January 1st and shall be paid until the last day of February. If not paid in the prescribed period, there shall be added interest of 24% per annum from the due date until it is paid.

Office		MUN. TREASURER'S OFFICE		
Classification		SIMPLE		
Type Of Transaction		G2C – GOVERNMENT TO CITIZEN		
Who May Avail		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FEES: ❖ For individual: Basic tax Php 5.00 plus 1.00 of every 1,000 of gross receipts, earning and owned real property based on the assessed value which in no case shall exceed Php 5,000.00 ❖ For a corporation of juridical person: Basic Tax of Php 500.00, additional Php 2.00 for every 5,000.00 worth of a Real property based on assessed value, gross receipt, or earning but not to exceed 10,000.00 pesos. ❖ Additional penalty of 2% per month if not paid on the last day of February				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the MTO and pay the community tax certificate	1. Assess for clients' tax certificate 1.1 Accept payment and issue CTC	Depends on the assessment	10 minutes	JUNE LINDO ROLANDO AYUSTE NESTOR CHUA REYLONZO BARRIOS MICHELLE MALINAO Revenue Collection Clerks
			10 minutes	





3. COLLECTION OF REAL PROPERTY TAX AND ISSUANCE OF TAX CLEARANCE

All real property owners/administrators with property located in the municipality of Hinatuan are obliged to pay realty property taxes as provided under republic act no. 7160 otherwise known as the local government code of 1991.

Office		MUN. TREASURER'S OFFICE		
Classification		SIMPLE		
Type Of Transaction		G2C – GOVERNMENT TO CITIZEN		
Who May Avail		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Tax declaration of new assessment				
❖ Previous Official Receipt				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Treasurer's Office to secure notice of tax delinquency and present previous Official Receipt if available.	1. Verify tax declaration and compute bill	Depends on the assessment	10 minutes	JUNE LINDO ROLANDO AYUSTE NESTOR CHUA REYLONZO BARRIOS MICHELLE MALINAO Revenue Collection Clerks I
2. Pay the computed tax due	2. Accept Payment Official Receipt and sign tax clearance		5 minutes	
TOTAL			15 minutes	





4 REGISTRATION AND TRANSFER OF LARGE CATTLE

The owner of a large cattle age two (2) years are required to register at the Municipal Treasurer’s Office for which the certificate of ownership shall be issued. The transfer of large cattle regardless of age shall be entered in the registry book. No certificate of transfer shall be issued without presenting the original certificate of ownership and proof of transfer. No issuance of certificate upon payment of the registration fee and transfer fee.

Office		MUN. TREASURER’S OFFICE		
Classification		SIMPLE		
Type Of Transaction		G2C – GOVERNMENT TO CITIZEN		
Who May Avail		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For registration (New)				
❖ Brgy Certification of the true owner				
❖ Drawing/picture of the large cattle				
For Transfer:				
❖ Brgy Certification of the true owner				
❖ Proof of Transfer				
❖ Original Certificate of Ownership				
CLIENT’S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the MTO to secure notice of tax delinquency. Present previous official receipt (if available) and pay the computed tax due at the teller	1. Verify the authenticity of the documents and record in the Registry Book (backroom) and proceed to the teller for the payment.	Cert of ownership – P50 Cert of transfer – P50	10 minutes	ROLANDO AYUSTE NESTOR CHUA REYLONZO BARRIOS Revenue Collection Clerks I
2. Claim the certificate of ownership or transfer certificate	2 Issue Official Receipt and certificate of Ownership of Transfer Certificate.	Reg of private brand – P50	3 minutes	
TOTAL		P150	13 minutes	





5. ISSUANCE AND RELEASE OF CHECKS

Check issuance & release to the payee with the complete and approved vouchers. No issuance and release of check without approval from Budget Officer, Accountant & Mayor

Office		MUN. TREASURER'S OFFICE		
Classification		SIMPLE		
Type Of Transaction		G2C – GOVERNMENT TO CITIZEN		
Who May Avail		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Valid Sales invoice or Official Receipts				
❖ Identification Card or authorization in case of representative				
❖ Community tax of individual claimant with earnings.				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Claim the approved and completely signed check and sign as received in the registry book	1. Issue check based on the encoded & approved voucher received from the Municipal Accountant & forward to Mayor's Office for Mayor's signature		5 minutes	JERAMIE AGOYLO Admin Aide VI
	1.1 Mun. Treasurer will signify & verify the check Issued		5 minutes	MITCHEL S. VIOLA Acting Municipal Treasurer
	1.2 Release check and record, duly signed by the payee/ claimant in the registry		5 minutes	JERAMIE AGOYLO Admin Aide VI
TOTAL			15 minutes	





FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback?</p>	<p>Every Friday, the Human Resource Management Officer/<i>Bilis Aksyon Partner</i> opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups in the Office of the Municipal Treasurer, clients may contact MTO Hotline Number: 0919-071-1677</p>
<p>How to file complaints?</p>	<p>Answer the Client Complaint Form located at the Municipal Hall Lobby and drop it at the designated drop box. Complaints can also be filed via email thru lguhinatuan.hrmo@gmail.com and make sure to provide the following information:</p> <ul style="list-style-type: none"> Name of the person being complained Incident Evidence <p>For inquiries and follow ups you may contact ; HRMO Hotline # 0919-071-1676</p>
<p>How complaints are processed?</p>	<p>Every Friday, the HRMO/<i>Bilis Aksyon Partner</i> opens the dropbox and evaluates each complaint. Upon evaluation, the HRMO/<i>Bilis Aksyon Partner</i> shall start the investigation and forward the complaint to the relevant office for their explanation. The HRMO/<i>Bilis Aksyon Partner</i> will create a report after the investigation and shall submit it to the Head of the Agency for appropriate action. The HRMO/<i>Bilis Aksyon Partner</i> will give the feedback to the client.</p> <p>For inquiries and follow-ups you may contact ; HRMO Hotline # 0919-071-1676</p>
<p>Contact Information of ARTA, Presidential Complaints Center, & the Contact Center ng Bayan</p>	<p>ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)</p>





BUSINESS PERMIT & LICENSING OFFICE

External Services





1. NEW BUSINESS REGISTRATION

For new business applicants, all the above clearances must be complied with first before applying for a Business permit. In case of a new business, a locational clearance shall be secured from the Municipal Zoning Office.

Office		BUSINESS PERMIT AND LICENSING OFFICE		
Classification		SIMPLE		
Type Of Transaction		G2C – GOVERNMENT TO CITIZEN		
Who May Avail		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Fill-up Unified form				
❖ DTI for single/SEC for Corporation/CDA for Cooperative				
❖ Cedula & Brgy. Clearance on the establishment (for Business not required by Occupancy Permit)				
❖ Occupancy Permit, if required by National Laws & Ordinance (ideally no Physical Copy)				
❖ Contract of lease (if lessee)				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File/Submit application for new business application	1. Review and validate eligibility for new business based on the record of businesses with Occupancy Permits transmitted previously by MEO/OBO		10 minutes	MA. QUERELEE R. SAYAWAN LRCO I/BPLO





	1.1 Assessment of business taxes, charges and fees and fire safety fees and advice the client to proceed to MTO for payment of fees		5 minutes	ROLANDO AYUSTE REYLONZO BARRIOS ROBERT C. MURIO NESTOR R. CHUA Revenue Collection Clerk I
2. One-time payment of taxes, fees & charges at MTO	2. Issue Official Receipt	Depends on the assessment	3 minutes	JUNE M. LINDO Revenue Collection Clerk I
3. Claim Mayor Permit and Other regulatory	3. Print Mayor's permit, and other clearances *Releases Mayor's Permit and other clearances		5 minutes	MA. EVILLA D. SAYAWAN Admin. Asst V (Data Controller III)
TOTAL			23 minutes	





2. RENEWAL BUSINESS REGISTRATION

For renewal of a business permit, all clearances, licenses, certificates required by National laws and regulatory bodies such as FSIC, occupational and safety standards, and other similar requirements that will ensure public safety, health, and welfare in all workplaces shall comply within one month after the issuance of the Business Permit subject for inspection of the concerned offices and departments.

Failure to comply with the needed clearances within one (1) month will be the basis for revocation or cancellation of business permits and forfeiture of payments in favor of the local government.

Office		BUSINESS PERMIT AND LICENSING OFFICE		
Classification		SIMPLE		
Type Of Transaction		G2C – GOVERNMENT TO CITIZEN		
Who May Avail		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Brgy. Clearance				
❖ Basis of computing tax fees, charges (e.g. Income Tax Return, Financial Statement)				
❖ Clearance from Economic Enterprise (for Market, Terminal & Enchanted River vendors only).				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File/Submit Application for new Business application	1. Review and Validate eligibility for renewal based on the record of the consolidated negative list consisting of positive findings		10 minutes	MA. QUERELEE R. SAYAWAN LRCO I/BPLO
	1.1 Assessment of Business taxes,		5 minutes	ROLANDO AYUSTE





	charges, fees, and fire safety fees and advise the client to proceed to MTO for payment of fees			REYLONZO BARRIOS NESTOR R. CHUA Revenue Collection Clerk I
2. One-time payment of taxes, fees & charges at MTO	2. Issue Official Receipt	Depends on the assessment	3 minutes	JUNE M. LINDO Revenue Collection Clerk I
3. Claim Mayor's Permit and Other regulatory documents	3. Print Mayor's Permit, and other clearances *Releases Mayor's Permit and other clearances		5 minutes	MA. EVILLA D. SAYAWAN Admin. Asst V (Data Controller III)
TOTAL			23 minutes	





3. MOTORIZED TRICYCLE OPERATION PERMIT (MTO)

Only Filipino citizens and residents of the Municipality of Hinatuan as certified by their respective Punong Barangay, partnership or company with sixty (60) percent Filipino equity whose office appears in the municipality of Hinatuan, likewise, as certified by the concerned Punong Barangay are qualified to be operators of a tricycle with the territorial jurisdiction of the Municipality of Hinatuan subject to authorized route in the MTO. Only applicants in possession of a unit with valid registrations (OR & CR) from the Land Transportation Office (LTO) shall be granted MTO. The applicants must carry common insurance sufficient to answer to any liability it may cause to passengers and third parties in case of an accident.

Office	BUSINESS PERMIT AND LICENSING OFFICE
Classification	SIMPLE
Type Of Transaction	G2C – GOVERNMENT TO CITIZEN
Who May Avail	ALL
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
❖ Original copy of registration papers	
❖ Certification from the Punong Barangay as to the residence of the applicant.	
❖ Community Tax Certificate (Cedula).	
❖ A certified true copy of COMELEC ID certification or registration showing applicants' residency.	
❖ The original copy of insurance coverage showing common carrier insurance sufficient to answer for any liability it may incur to passenger and third parties in case of an accident. (submit after the yellow plate)	
❖ Letter of intent and commitment address to HTFRB	
❖ Driver's License	





CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File/Submit application for New MTOP application	1. Review and validate eligibility for renewal based on record of Consolidated negative list consisting of Positive Findings		3 minutes	MA. QUERELEE R. SAYAWAN LRCO I/BPLO
	1.1 Assessment of Business taxes, charges, fees, and fire safety fees and advice the client to proceed to MTO for payment of fees		5 minutes	ROLANDO AYUSTE REYLNZO BARRIOS ROBERT C. MURIO NESTOR R. CHUA Revenue Collection Clerk I
2. One-time payment of taxes, fees & charges at MTO	2. Issue Official Receipt	Depends on the assessment	3 minutes	JUNE M. LINDO Revenue Collection Clerk I
3. Claim Mayor Permit and Other regulatory	3. Print MTOP permit, and other clearances. Releases Mayor's Permit and other clearances		5 minutes	MA. EVILLA D. SAYAWAN Admin. Asst V (Data Controller III)
TOTAL			16 minutes	





FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback?</p>	<p>Every Friday, the Human Resource Management Officer/Bilis Aksyon Partner opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups in the Business Permit and Licensing Office, clients may contact BPLO Hotline Number: 0947-243-0087</p>
<p>How to file complaints?</p>	<p>Answer the Client Complaint Form located at the Municipal Hall Lobby and drop it at the designated drop box. Complaints can also be filed via email the lguhinatuan.hrmo@gmail.com and make sure to provide the following information:</p> <ul style="list-style-type: none"> Name of the person being complained Incident Evidence <p>For inquiries and follow ups you may contact ; HRMO Hotline # 0919-071-1676</p>
<p>How complaints are processed?</p>	<p>Every Friday, the HRMO/Bilis Aksyon Partner opens the drop box and evaluates each complaint. Upon evaluation, the HRMO/Bilis Aksyon Partner shall start the investigation and forward the complaint to the relevant office for their explanation. The HRMO/Bilis Aksyon Partner will create a report after the investigation and shall submit it to the Head of the Agency for appropriate action. The HRMO/Bilis Aksyon Partner will give feedback to the client.</p> <p>For inquiries and follow ups you may contact ; HRMO Hotline # 0919-071-1676</p>
<p>Contact Information of ARTA, Presidential Complaints Center, and the Contact Center ng Bayan</p>	<p>ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)</p>





MUNICIPAL CIVIL REGISTRAR'S OFFICE

External Services





1. TIMELY REGISTRATION OF BIRTH

All children born in this municipality shall register their cert. of live birth in the civil registry office within 30 days upon birth, after 30 days, reporting of birth is considered late registration. Illegitimate children born outside wedlock shall be acknowledged by the father before the child can use the surname of the father.

Office		MUN. CIVIL REGISTRAR'S OFFICE		
Classification		SIMPLE		
Type Of Transaction		G2C – GOVERNMENT TO CITIZEN		
Who May Avail		All citizens residing this municipality or citizens delivered a child in this jurisdiction		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Marriage Contract of Parents of the child to be registered				
❖ Signature of INFORMANT or Attendant at birth				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Civil Registry Office and submit requirements for birth registration	1. Interview the clients and gather data & facts for entry in the birth certificate and give the requirement for registration 1.1 Review the data for entry and advise the applicants to proceed to MTO for fees Type data in the form of Birth Certificate		5 minutes 25 minutes	URSINA B. GANADE/ CRO PERSONNEL





	with corresponding registry number then forward to MCR for approval			
2. One-time Payment of taxes, fees & charges at MTO	2. Issue Official Receipt	Depends on the assessment	3 minutes	JUNE M. LINDO Revenue Collection Clerk I
3 Received file copy	3. Review the document, sign, and segregate the copy then release a file copy to the client		3 minutes	URSINA B.GANADE / CRO PERSONNEL
TOTAL			36 minutes	





2. LATE REGISTRATION & REGISTRATION OF ILLEGITIMATE CHILD

All children born in this municipality shall register their cert. of live birth in the civil registry office within 30 days upon birth, after 30 days, reporting of birth is considered late registration. Illegitimate children born outside wedlock shall be acknowledged by the father before the child can use the surname of the father.

Office		MUN. CIVIL REGISTRAR'S OFFICE		
Classification		SIMPLE		
Type Of Transaction		G2C – GOVERNMENT TO CITIZEN		
Who May Avail		All citizens residing this municipality or citizens delivered a child in this jurisdiction		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Marriage Contract of Parents of the child to be registered				
❖ Signature of INFORMANT or Attendant at birth				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the civil registry office and submit requirements for birth registration	1. Interview the clients and gather data & facts for entry in the birth certificate and give the requirements for registration		5 minutes	URSINA B. GANADE / CRO PERSONNEL
	1.1 Review the data for entry and advice the applicants to proceed to MTO for fees Type data in		25 minutes	URSINA B. GANADE / CRO PERSONNEL





	the form of Birth Cert with corresponding Registry Number then forward to MCR for approval			
2. One-time payment of taxes, fees & charges at MTO	2. Issue Official Receipt	Depends on the assessment	3 minutes	JUNE M. LINDO Revenue Collection Clerk I
3. Received file copy	3. Review the document, sign and segregate the copy then release a file copy to the client		3 minutes	URSINA B. GANADE / CRO PERSONNEL
TOTAL			36 minutes	





3 APPLICATION FOR MARRIAGE LICENSE

All Citizens who want to engage in marriage, at a legal age shall apply to the Civil Registry Office to obtain a marriage license – Applicants should be a Bonafede resident of this municipality or only one of the parties may be accepted.

Office		MUN. CIVIL REGISTRAR’S OFFICE		
Classification		SIMPLE		
Type Of Transaction		G2C – GOVERNMENT TO CITIZEN		
Who May Avail		All citizens residing in this municipality planning to get married		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Birth Certificate (Both Party)				
❖ Marriage Counseling Seminar/Certificate				
❖ CENOMAR from PSA				
❖ Parental Consent (if Applicants is 18-20 yrs. Old)				
❖ Certificate of legal capacity to contract Marriage (for foreigner only)				
❖ Decree of Annulment or divorce (for applicant legally separated)				
CLIENT’S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Civil Registry office and submit requirements for application for marriage	1. Interview the client, gather data & facts for entry in the marriage certificate and give the requirements for registration		5 minutes	URSINA B. GANADE / CRO PERSONNEL
	1.1 Review the data for entry and advice the applicants to proceed to MTO for		25 minutes	URSINA B.GANADE / CRO PERSONNEL





	<p>fees</p> <p>Arrange the documents for marriage applicants. Prepare the application and advise the applicants to claim their Marriage license after 10 days</p>			
2. One-time Payment of taxes, fees & charges at MTO	3. Issue Official Receipt	Depends on the assessment	3 minutes	JUNE M. LINDO Revenue Collection Clerk I
3. Back to the Civil Registry office for the release of the Marriage License	3 Release the marriage license		5 minutes	URSINA B. GANADE / CRO PERSONNEL
TOTAL			38 minutes	





4. FILING PETITION FOR CORRECTION OF CLERICAL ERROR

All kinds of civil Registry documents with mistake entry or clerical error shall file a petition for correction under R.A. 9048 / 10172 at the office of the civil registrar

Office		MUN CIVIL REGISTRAR'S OFFICE		
Classification		SIMPLE		
Type Of Transaction		G2C – GOVERNMENT TO CITIZEN		
Who May Avail		All citizens residing in this municipality		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Copy of the document that contains a mistake or error entry/entries				
❖ Supporting Documents 1. list of the document will depend on the error committed or reflected error in the civil registry documents 2. Supporting documents should be at least not less than two in every error.				
❖ Applicants or petitioners should be at the legal age.				
❖ Residence Certificate				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Civil Registry Office and present the error documents and submit supporting documents for the petition like Resident Cert. to the Civil Registrar and wait for further instructions	1. Receive, verify the error document & explain the process on petition for correction & give the list of the supporting documents. If document is found to be sufficient, advise the client to come back after 3 days		15 minutes	URSINA B. GANADE / CRO PERSONNEL
	1.1 Review the data for entry & advise the applicants to proceed to		15 minutes	URSINA B. GANADE / CRO PERSONNEL





	<p>MTO for fees Prepare documents for posting of Notice of Petition for 10 days & mail the petition after completion of 10 days of posting. Advice the petitioner to provide contact no. or address to be used during the release of of the approved petition by OCRG NSO - MANILA</p>			<p>CRO PERSONNEL</p>
<p>2. One-time payment of taxes, fees & charges at MTO</p>	<p>2. Issue Official Receipt</p>	P100	3 minutes	<p>JUNE M. LINDO Revenue Collection Clerk</p>
<p>3. Back to the civil Registry office for the release of the Document</p>	<p>3. If the approved petition is received, make a cert. of finality & furnish the OCRG Copy including the corrected document. Furnish file copy of approved petition to the client</p>		5 minutes	<p>URSINA B. GANADE Municipal Civil Registrar</p>
TOTAL			38 minutes	





5. ISSUANCE OF CERTIFICATION/TRUE COPY OF BIRTH, DEATH, & MARRIAGE

All citizens who registered their, birth, marriage & death in the civil registry office can avail a true copy or a certification of said documents upon the owner's request.

Office		MUN CIVIL REGISTRAR'S OFFICE		
Classification		SIMPLE		
Type Of Transaction		G2C – GOVERNMENT TO CITIZEN		
Who May Avail		All citizens residing in this municipality planning to get married		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Valid ID				
❖ Official Receipts				
❖ Notarized Authorization letter (if he/she is not the owner of the documents)				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Civil Registry Office and ask a copy of birth, marriage or death certificates	1. Interview the client and verify the document in the file 1.1 Advise the applicants to proceed to MTO for fees and prepare the true copy of document		5 minutes 40 minutes	URSINA B. GANADE / CRO PERSONNEL
2. One-time payment of taxes, fees & charges at MTO	2. Issue Official Receipt	Depends on the assessment	3 minutes	JUNE M. LINDO Revenue Collection Clerk
3. Back to the civil Registry office for the release of the true copy and certification of documents	3. Review & Signed the Documents & released to the clients		5 minutes	URSINA B. GANADE / CRO PERSONNEL
TOTAL			53 minutes	





FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback?</p>	<p>Every Friday, the Human Resource Management Officer/<i>Bilis Aksyon Partner</i> opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups in the Municipal Civil Registrar’s Office, clients may contact MCRO Hotline Number: 0999-993-7520</p>
<p>How to file complaints?</p>	<p>Answer the Client Complaint Form located at the Municipal Hall Lobby and drop it at the designated drop box. Complaints can also be filed via email the lguhinatuan.hrmo@gmail.com and make sure to provide the following information:</p> <ul style="list-style-type: none"> Name of the person being complained Incident Evidence <p>For inquiries and follow ups you may contact ; HRMO Hotline # 0919-071-1676</p>
<p>How complaints are processed?</p>	<p>Every Friday, the HRMO/<i>Bilis Aksyon Partner</i> opens the drop box and evaluates each complaint. Upon evaluation, the HRMO/<i>Bilis Aksyon Partner</i> shall start the investigation and forward the complaint to the relevant office for their explanation. The HRMO/<i>Bilis Aksyon Partner</i> will create a report after the investigation and shall submit it to the Head of the Agency for appropriate action. The HRMO/<i>Bilis Aksyon Partner</i> will give feedback to the client.</p> <p>For inquiries and follow ups you may contact ; HRMO Hotline # 0919-071-1676</p>
<p>Contact Information of ARTA, Presidential Complaints Center, and the Contact Center ng Bayan</p>	<p>ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)</p>





MUNICIPAL ASSESSOR'S OFFICE

External Services





1. ISSUANCE OF CERTIFIED TRUE COPY OF TAX DECLARATION

To provide the declared owner a true copy of the Tax Declaration needed/required by a concerned agency/department (such as BIR, ROD, DAR, government, and private banks) or for whatever legal purpose, provided the requirements must be complied with

Office	MUNICIPAL ASSESSOR'S OFFICE
Classification	SIMPLE
Type Of Transaction	G2C – GOVERNMENT TO CITIZEN
Who May Avail	Declared owners/ taxpayers, banks, government agencies (BIR & DAR), administrator, & /or authorized representatives
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
❖ Request Form	
❖ Valid ID (property owner)	
❖ Special Power of Attorney (SPA) (of representative)	
❖ Deed of Conveyance (if purchased from the declared owner)	
❖ Death Certificate (if the owner deceased with SPA of surviving heirs)	
❖ Birth Certificate (if surviving heir)	
❖ Tax Clearance	
❖ Official Receipt of Certification Fee	





CLIENT'S STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MASSO to ask for Certified True Copy of TD /document Files	1. Interview client and evaluate documents properly 1.1 Advise the client to proceed to MTO for Payment (OR) for Certified True Copy fees and prepare documents		3 minutes 10 minutes	LIZA F. MAQUILING Assessment Clerk II
2. One-time payment of taxes, fees & charges at MTO	2. Issue Official Receipt	Verification fee – P 50 Oath Fee – P 50	3 minutes	JUNE M. LINDO Revenue Collection Clerk I
3. Back to the MASSO for the release of the document	3. Review & sign the documents & release them to the clients		7 minutes	GODELIO OLAYON, REA Acting Municipal Assessor LIZA F. MAQUILING Assessment Clerk II
TOTAL		P100	23 minutes	





2. ISSUANCE OF CERTIFICATION

The Property Owner, administrator, authorized representative, or any interested party may be required to get a certificate of land holdings/no land holdings to be used as BIR Requirement, DAR, ROD transaction, and any other legal purposes provided the requirements must be complied with.

Office	MUNICIPAL ASSESSOR'S OFFICE
Classification	SIMPLE
Type Of Transaction	G2C – GOVERNMENT TO CITIZEN
Who May Avail	Declared owners/ taxpayers, banks, government agencies (BIR, ROD & DAR), administrator and/or authorized representative
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
❖ Request Form	
❖ Valid ID (property owner)	
❖ Official Receipt of Certification Fee	
❖ Special Power of Attorney (SPA) (of representative)	
❖ Deed of Conveyance (if purchased from the declared owner)	
❖ Death Certificate (if the owner deceased with SPA of surviving heirs)	
❖ Birth Certificate (if surviving heir)	
❖ Tax Clearance	
❖ Official Receipt of Certification Fee	





CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MASSO and fill up the Request Form	1. Interview and evaluate documents properly		3 minutes	LIZA F. MAQUILING Assessment Clerk II
	1.1 Advise the applicants to proceed to MTO for Payment (OR) then verify and prepare certification		10 minutes	
2. One-time payment of taxes, fees & charges at MTO	2. Issue Official Receipt	Verification fee – P 50 Cert Fee – P 50	3 minutes	JUNE M. LINDO Revenue Collection Clerk I
3. Back to the MASSO for the release of the document	3. Review & sign the documents & release them to the clients		7 minutes	GODELIO OLAYON, REA Acting Municipal Assessor LIZA F. MAQUILING Assessment Clerk II
TOTAL		P100	23 minutes	





3. APPLICATION OF TAX DECLARATION FOR NEWLY DISCOVERED LAND

Under the Local Government Code of 1991 or R.A 7160 and the Manual on Real Property Appraisal and Assessment Operations, all real properties whether taxable or exempt should be declared and included in the assessment roll. At times, the assessor might discover land properties that have not been declared or included in the roll. This service is provided to allow the inclusion of these properties.

The process involves gathering data, its actual location, classification, lot number, and area including improvements thereon, boundaries, owner or person in actual possession of the land, and other relevant information.

Office		MUNICIPAL ASSESSOR’S OFFICE		
Classification		SIMPLE		
Type Of Transaction		G2C – GOVERNMENT TO CITIZEN		
Who May Avail		Declared owners/ taxpayers, banks, government agencies (BIR, ROD & DAR), administrator and/or authorized representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Barangay certification				
❖ DENR Certification and Application of Title (if untitled Property)				
❖ Photocopy Land Title/Electronic Copy of Title (if titled Property)				
❖ Deed of Conveyance (<i>if purchased from the property owner</i>)				
❖ Cedula/ Tin ID/ Senior Citizen ID				
❖ Official Receipt of ocular inspection Fee				
CLIENT’S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MASSO and fill up the Request Form for new tax declaration of newly discovered land	1. Interview and evaluate documents properly 1.1 Conduct ocular inspection and advice The applicants to		15 minutes 1 hour (within Poblacion area)	CIELITO C. GONZAGA, REA Local Assessment Operations Officer I Tax Mapping Aide





	<p>proceed to MTO for Payment</p> <p>1.2 The FAAS and TD are prepared after the ocular inspection which will be done by LAOO I</p>		30 minutes	<p>CIELITO C. GONZAGA, REA Local Assessment Operation Officer I</p>
2. One-time payment of taxes, fees & charges at MTO	2. Issue Official Receipt	<p>Verification fee – P 50</p> <p>Cert Fee – P 50</p> <p>Oath Fee – P 50</p>	3 minutes	<p>JUNE M. LINDO Revenue Collection Clerk I</p>
			30 minutes	<p>CIELITO C. GONZAGA, REA Local Assessment Operations Officer</p>
			10 minutes	<p>GODELIO OLAYON, REA Acting Municipal Assessor</p>
3. Back to the MASSO for the release of the document	3. Upon approval by PASSO, owner's copy of Tax Dec. will be released with corresponding Notice of Assessment		10 minutes	<p>LIZA F. MAQUILING Assessment Clerk II</p>
TOTAL			2 hours and 63 minutes	





4. VERIFICATION OF REAL PROPERTY DOCUMENT

To provide information on whether the property is declared or undeclared. However, the requirements to avail of this service must be complied with.

Office		MUNICIPAL ASSESSOR'S OFFICE		
Classification		SIMPLE		
Type Of Transaction		G2C – GOVERNMENT TO CITIZEN		
Who May Avail		Declared owners/ taxpayers, banks, government agencies (BIR, ROD & DAR), administrator and/or authorized representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Request Form				
❖ Valid ID (property owner)				
❖ Official Receipt of Certification Fee				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MASSO and fill up the Request Form	1. Interview and evaluate document properly		3 minutes	LIZA F. MAQUILING Assessment Clerk II
	1.1 Advise the applicants to proceed to MTO for payment (OR) then verify office records		3 minutes	
2. One-time Payment of taxes, fees & charges at MTO	2. Issue Official Receipt	Cert. Fee – P 50	3 minutes	JUNE M. LINDO Revenue Collection Clerk I
3. Back to the MASSO for the result	3. Inform customer if the real property is declared or undeclared		7 minutes	GODELIO OLAYON, REA Acting Municipal Assessor
TOTAL		P50	16 minutes	





FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback?</p>	<p>Every Friday, the Human Resource Management Officer/<i>Bilis Aksyon Partner</i> opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow ups in the Municipal Assessor’s Office, clients may contact MASSO Hotline Number: 0919-071-1671</p>
<p>How to file complaints?</p>	<p>Answer the Client Complaint Form located at the Municipal Hall Lobby and drop it at the designated drop box. Complaints can also be filed via email the lguhinatuan.hrmo@gmail.com and make sure to provide the following information:</p> <ul style="list-style-type: none"> Name of the person being complained Incident Evidence <p>For inquiries and follow ups you may contact: HRMO Hotline # 0919-071-0676</p>
<p>How complaints are processed?</p>	<p>Every Friday, the HRMO/<i>Bilis Aksyon Partner</i> opens the drop box and evaluates each complaint. Upon evaluation, the HRMO/<i>Bilis Aksyon Partner</i> shall start the investigation and forward the complaint to the relevant office for their explanation. The HRMO/<i>Bilis Aksyon Partner</i> will create a report after the investigation and shall submit it to the Head of the Agency for appropriate action. The HRMO/<i>Bilis Aksyon Partner</i> will give feedback to the client.</p> <p>For inquiries and follow ups you may contact: HRMO Hotline # 0919-071-0676</p>
<p>Contact Information of ARTA, Presidential Complaints Center and the Contact Center ng Bayan</p>	<p>ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)</p>





MUNICIPAL HEALTH OFFICE

External Services





1. RENDERING CHILD CARE SERVICES & NUTRITION

All medical consultation rendered requires all clients to bring/present Family Card No., Referral Slips from their respective Barangay Health Stations with exemptions from those from far-flung sitios, Under Five Clinic (UFC) card, and Home-Based Maternal Record (HBMR) prior to access to health services needed. For PhilHealth Out-Patient Benefit Package Cardholders under the LGU/Government Sponsored Program and national Household Survey Targeting System-Poverty Reduction (NHSTS-PR), they are to present their card membership so as to avail the services for free.

To facilitate proper flow and immediate attendance to the service needed, clients are requested to get a priority number from the designated receiving health worker prior to retrieval of Individual Treatment Record (ITR) or presentation of health records.

If required records are complete, the consultation can normally be completed in 1 hour per client without laboratory procedures conducted and 1 ½ hour in the presence of the same.

Office		MUNICIPAL HEALTH OFFICE		
Classification		SIMPLE		
Type Of Transaction		G2C – GOVERNMENT TO CITIZEN		
Who May Avail		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Priority Number				
❖ Family Card Number				
❖ Referral Slips/Forms				
❖ Individual Treatment Record				
❖ Home-Based Maternal Record				
❖ PhilHealth Card/NHSTS-PR Card				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Priority Number from designated receiving health provider and present health record (Family Number, ITR, referral Slip, UFC) & submit	1. Get medical history & chief complaint, perform initial P.E. if with Medical condition, the patient is referred to the doctor. If without	Blood Count – P 100 Urinalysis – P100 Fecalysis – P 100 Sputum – P 50 Gram Stain – P 100 Hemoglobin – P 100 Blood Typing – P 100	10 minutes	CLERK ON DUTY





<p>completed health record to the doctor according to priority number on hand.</p>	<p>complaints, proceed to step 2.</p> <p>1.1 Health provider assists the client to the waiting area for the next number to be called</p>	<p>Platelet count – P 100</p> <p>Clotting time – P 100</p> <p>RBS – P 150</p> <p>Abdominal Ultrasound – P 200</p> <p>PAP Smear – P 500</p> <p>Pregnancy Test – P 150</p> <p>Student – P 30</p> <p>Employment – P 100</p> <p>Sick Leave – P 100</p> <p>Maternity Leave – P 100</p> <p>Medico Legal – P 100</p> <p>Certification – P 50</p> <p>Insurance Claim – P 200</p>		
<p>2. The patient receives medical attention & treatment before the prescription is given.</p> <p>*If laboratory procedure is needed, the patient proceeds to the laboratory for the procedure after payment of fees to the MTO (Free services for</p>	<p>2. Complete physical exam conducted; instructions for intake of prescription given and advice given.</p> <p>* Laboratory procedures performed & patient was instructed to return results to the doctor for reading and treatment given.</p>		<p>10 minutes to 1 hour</p>	<p>Dr. E. S. Viola Municipal Health Officer</p> <p>Edna Pandili Medical Technologist</p>





Indigent Card Holders)	**Issue Official Receipt if laboratory procedure is needed			JUNE M. LINDO Revenue Collection Clerk
3. Child to be held by mother for the vaccine injection then Identification of Malnourished children, weight, height, MUAC determination & provision of food supplement will follow	3. Health Provider Prepares and gives the scheduled vaccine to be received. Record updated. Mother Is advised of next immunization visit, IEC on post - immunization care & nutrition.		15 minutes	Lilia Capunong Midwife III Midwife II
TOTAL		P450	38 minutes to 1 hour	





2. DENTAL HEALTH SERVICES

All medical consultation rendered requires all patients to bring/present Family Card Number Referral Slips from their respective Barangay Health Stations with exemptions from those from far-flung sitios, Under Five Clinic (UFC) card and Home-Based Maternal Record (HBMR) before access to health services needed. For PhilHealth Out-Patient Benefit Package Cardholders under the LGU/Government Sponsored Program and national Household Survey Targeting System-Poverty Reduction (NHSTS-PR), they are to present their card membership to avail the services for free.

To facilitate proper flow and immediate attendance to the service needed, clients are requested to get a priority number from the designated receiving health worker before retrieval of Individual Treatment Record (ITR) or presentation of health records. If required records are complete, the consultation can normally be completed in 1 hour per client without laboratory procedures conducted and 1 ½ hour in the presence of the same.

Office		MUNICIPAL HEALTH OFFICE		
Classification		SIMPLE		
Type Of Transaction		G2C – GOVERNMENT TO CITIZEN		
Who May Avail		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Priority Number				
❖ Family Card Number				
❖ Referral Slips/Forms				
❖ Individual Treatment Record				
❖ PhilHealth Card/NHSTS-PR Card				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a Priority Number from the designated receiving health provider and present health record (Family Number, ITR, referral slip, HBMR, Phil health card for LGU sponsored and	1. Get medical history and chief complaint, perform initial vital signs. Patients with existing medical conditions are referred to the doctor	Tooth Extraction with anesthesia – P 250 Temporary filling per tooth – P 100 Permanent filling per tooth – P 200 Light cure per cavity – P 300 Oral Prophylaxis – P 200	10 minutes	CLERK ON DUTY





<p>NHSTS-PR members and submit completed health record to the dentist according to priority number on hand.</p>	<p>1.1 Health provider assists client to waiting area for next number to be called</p>			
<p>2. Submit completed health records to the dentist according to the priority number on hand. The client receives dental services and IEC and treatment needed.</p>	<p>2. Complete oral examination/procedure conducted; instructions for intake of prescription and advice given.</p>		<p>45 minutes</p>	<p>Dr. Eleonora Rosales Dentist II</p>
TOTAL			<p>55 minutes</p>	





3. RENDERING FAMILY PLANNING SERVICES

All potential new family planning acceptors and current users for follow-up check-up are to bring their Referral Forms, Family Planning Form 1 from their respective Barangay Health Midwife or BHW prior to access to Family Planning services. To facilitate proper flow and immediate attendance to the service needed, clients are required to get a priority number from the designated receiving health worker.

If required records are complete, the procedure and counseling can normally be completed in 1 hour per client without laboratory procedures conducted and 1 ½ hours in the presence of the same.

Office		MUNICIPAL HEALTH OFFICE		
Classification		SIMPLE		
Type Of Transaction		G2C – GOVERNMENT TO CITIZEN		
Who May Avail		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Priority Number				
❖ Family Card Number				
❖ Referral Slips/Forms				
❖ Individual Treatment Record				
❖ Home-Based Maternal Record				
❖ PhilHealth Card/NHSTS-PR Card				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Priority Number from designated receiving health provider and present Family Planning Form 1 or Referral Slip/form and submit completed health record to the doctor according to priority number on hand	1. Gives Priority Number and present health record (Family Number, ITR, referral Slip, UFC or HBMR). Submit completed health record to the doctor according to priority number on hand.	Urinalysis – P 100 Hemoglobin – P 100 Pap Smear with courier – P 500 IUD insertion – P 100 IUD removal – P 100 Pre – marital counselling – P150	10 minutes	CLERK ON DUTY





<p>2. The Client receives medical Attendance & treatment. Prescription given. *If laboratory procedure is needed client proceeds to the laboratory for the procedure after payment of fees to the MTO (Free services for Indigent Card Holders)</p>	<p>2. MHO will give the patient medical attendance and treatment prescription. If laboratory procedure is needed advice client to proceed to the laboratory for the procedure after payment of fees to the MTO (Free services for Indigent Card Holders)</p>		<p>10 minutes to 1 hour</p>	<p>Dr. E. S. Viola Municipal Health Officer</p> <p>Edna Pandili Medical Technologist</p>
<p>3. The Client proceeds to the Family Planning Room for FP services or procedures.</p>	<p>3. The Client receives medical attendance and prescription/ treatment given. *If laboratory procedure is needed (sputum exam, chest X-ray, blood smear for micro-filaria, FBS) client proceeds to the laboratory.</p>		<p>15 minutes</p>	<p>Lilia Capunong Midwife III</p> <p>Ester Pagaduan Midwife II</p>
TOTAL			35 minutes to 1 hour	





4. ISSUANCE OF SANITARY PERMITS & HEALTH CERTIFICATES

All food operators and food handlers are required to comply with the annual seminar on food handling and operation and the required laboratory examinations as requirements before the issuance of a health certificate and sanitary permit. Other businesses other than mentioned above shall also comply with the necessary health requirements before the operation of their businesses.

Office		MUNICIPAL HEALTH OFFICE		
Classification		SIMPLE		
Type Of Transaction		G2C – GOVERNMENT TO CITIZEN		
Who May Avail		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Stool examination				
❖ Sputum examination (if needed)				
❖ Chest X-ray (if needed)				
❖ Hepatitis B Panel (if needed)				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present request form from the Sanitation inspector. For a new patient, present ID and/or fill out the information form.	1. Receives the request form and advice the client to proceed to the Cashier for payment of laboratory procedures to be conducted		2 minutes	EDNA PANDILI Medical Technologist
2. Go to the cashier for payment of laboratory procedures required and present official receipt and other requirements at the laboratory. Present the specimen for processing	2. Issue Official Receipt	Urinalysis – P 100 Stool Exam – P 100 Sputum – P 100. Quarantine Clearance – P 200	3 minutes	JUNE M. LINDO Revenue Collection Clerk
	2.1 Receives the specimen and process		10 minutes	EDNA PANDILI Medical Technologist





<p>3. Health certificate for an application of a non-food establishment will be released upon availability and will be contacted by the sanitary inspector</p> <p>**An applicant of a food establishment must attend a food handler's seminar after submission of requirement</p>	<p>3. Receives the requirement submitted and processes Sanitary Permit for non-food establishment.</p> <p>3.1 For food establishments, conduct a food handler's seminar after the client submits the requirements.</p> <p>Release Health Certificate</p>		<p>10 minutes</p> <p>40 minutes</p>	<p>GLEN BLAIR B. SAYAWAN, RN Nurse I/ Sanitary Inspector Designate</p> <p>GLEN BLAIR B. SAYAWAN, RN Nurse I/ Sanitary Inspector Designate</p>
TOTAL			1 hour & 5 Minutes	





5. NORMAL SPONTANEOUS DELIVERY & NEWBORN CARE SERVICES

All pregnant women about to deliver who are Gravida 2 to Gravida 4 with normal pregnancy without any medical and pregnancy related complications may deliver normally at the Hinatuan Birthing Facility and to be attended by a trained midwife in Basic Emergency Obstetric Care and Newborn Care may seek admission at the facility. All pregnant mother about to deliver must bring their Home-Based Medical Record -HBMR card showing their 3 or more prenatal visits with their midwife and Birthing Plan upon admission and also their Phil health Member Data Record for beneficiaries and members.

Office		MUNICIPAL HEALTH OFFICE		
Classification		SIMPLE		
Type Of Transaction		G2C – GOVERNMENT TO CITIZEN		
Who May Avail		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ HBMR card				
❖ Birth Plan				
❖ Philhealth MDR				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Mother admitted at the admission/ nurses' station by designated receiving health provider, present health record (Family Number, ITR, referral Slip) and Inform the doctor of admission and present completed health record to the doctor.	1. Get Medical history and chief complaint, perform an initial physical examination. 1.1 Health provider assists the patient to the waiting area for the next number to be called		10 minutes	Lilia Capunong Midwife III
2. The Client receives medical attendance and	2. Complete physical exam conducted;		30 minutes	Dr. E. S. Viola Mun. Health Officer





<p>prescription/ treatment given. *If laboratory procedure is needed (sputum exam, chest X-ray, blood smear for microfilaria, FBS), the patient proceeds to the laboratory.</p>	<p>instructions for intake of prescription given and advice given. *Laboratory procedure performed and client instructed to return results to the doctor for reading and treatment given</p>	<p>Delivery Fee – P 2,500 for non- indigent, P 1,000 for indigent</p> <p>Newborn Care – P 1,000</p> <p>Newborn Screening – P 1,750.00</p> <p>CBC – P 100</p> <p>Urinalysis – P 100</p>		<p>Edna Pandili Medical Technologist</p> <p>Midwife on duty</p>
<p>3. Mother delivered spontaneously without complication</p>	<p>3. Routine intra- partum and post-partum, newborn care services provided.</p>		<p>2 Hours</p>	<p>Dr. E.S. Viola Midwife on duty Utility on duty</p>
TOTAL			2 HOURS AND 40 MINUTES	





6. PREVENTION OF COMMUNICABLE & NON-COMMUNICABLE DISEASES

All medical consultation rendered requires all clients to bring/present Family Card No., Referral Slips from their respective Barangay Health Stations with exemptions from those from far flung sitios, Under Five Clinic (UFC) card and Home-Based Maternal

Office		MUNICIPAL HEALTH OFFICE		
Classification		SIMPLE		
Type Of Transaction		G2C – GOVERNMENT TO CITIZEN		
Who May Avail		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Priority Number				
❖ Family Planning Form				
❖ Referral Slips/Forms				
❖ PhilHealth Card/NHSTS-PR Card				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Priority Number from designated receiving health provider and present health record (Family Number, ITR, referral Slip, UFC) and submit completed health record to the doctor according to priority number on hand.	1. Get Medical history and chief complaint, perform initial physical examination. Health provider assists client to waiting area for next number to be called		10 minutes	Clerk on duty
2. The Client receives medical attendance and prescription/ treatment given. *If laboratory	2. Complete physical exam conducted; instructions for intake of prescription given and	Fasting Blood Sugar – P 200 Complete Blood Count – P 100 Urinalysis – P 100	30 min. *Sputum exam – 3 days *Other procedures-	Dr. E. S. Viola Mun. Health Officer





procedure is needed (sputum exam, chest X-ray, blood smear for microfilaria, FBS) client proceeds to the laboratory.	advice given. *Laboratory procedure performed and client instructed to return results to the doctor for reading and treatment given		1 hour	Edna Pandili Medical Technologist Rorafel Jabagat Nurse II Midwives/BHWs
TOTAL			1 hour and 40 minutes	





FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send a feedback?</p>	<p>Every Friday, the Human Resource Management Officer/<i>Bilis Aksyon Partner</i> opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow ups in the Municipal Health Office, clients may contact MHO Hotline Number: 0919-071-1672</p>
<p>How to file complaints?</p>	<p>Answer the Client Complaint Form located at the Municipal Hall Lobby and drop it at the designated drop box. Complaints can also be filed via email thru lguhinatuan.hrmo@gmail.com and make sure to provide the following information:</p> <ul style="list-style-type: none"> Name of the person being complained Incident Evidence <p>For inquiries and follow ups you may contact ; HRMO Hotline # 0919-071-1676</p>
<p>How complaints are processed?</p>	<p>Every Friday, the HRMO/<i>Bilis Aksyon Partner</i> opens the drop box and evaluates each complaint. Upon evaluation, the HRMO/<i>Bilis Aksyon Partner</i> shall start the investigation and forward the complaint to the relevant office for their explanation. The HRMO/<i>Bilis Aksyon Partner</i> will create a report after the investigation and shall submit it to the Head of the Agency for appropriate action. The HRMO/<i>Bilis Aksyon Partner</i> will give the feedback to the client.</p> <p>For inquiries and follow ups you may contact ; HRMO Hotline # 0919-071-1676</p>
<p>Contact Information of ARTA, Presidential Complaints Center and the Contact Center ng Bayan</p>	<p>ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)</p>





MUNICIPAL AGRICULTURE'S OFFICE

External Services





1. ISSUANCE OF FISHING PERMITS

According to the MFO of 2011, fishery rights and privileges must be given only to Hinatuan residents. Fishers must secure the Fishing Permit before constructing/engaging it. The fishing-related activity must include the following: fish corrals, stationery bag net, fish gill net and seaweeds farming, fish cage, fishpond, floating lift net marine product buyers, and the like. They can avail themselves of fishery-related programs and services.

Office		MUNICIPAL AGRICULTURE'S OFFICE		
Classification		SIMPLE		
Type Of Transaction		G2C – GOVERNMENT TO CITIZEN		
Who May Avail		All Fisher-folks of the municipality of Hinatuan.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Must be registered fisher folk and RSBSA in this municipality. He/she must bring the following: Barangay and BFARMC clearances.				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSNG TIME	PERSON RESPONSIBLE
1. Present Barangay and BFARMC Clearance with OR	1. Review and validate documents presented and fill up the application		10 minutes	RONALDO A. RENDON Agricultural Technologist
2. Pay amount due at MAGO	2. Approval of Application	Depends on the gear applied	2 minutes	SEVERINA C. PORE Municipal Agriculturist
3. Claim Fishing Permit/sticker	3. Issuance of OR, releasing of sticker & Mayor's Permit		3 minutes	RONALDO A. RENDON Agricultural Technologist
		TOTAL	15 minutes	





2. ISSUANCE OF AUXILIARY /TRANSPORT PERMITS

Fishers, marine product buyers, consignees and individuals who transport marine products to other places outside Hinatuan

Office		MUNICIPAL AGRICULTURE'S OFFICE		
Classification		SIMPLE		
Type Of Transaction		G2C – GOVERNMENT TO CITIZEN		
Who May Avail		All marine product buyers of the municipality of Hinatuan.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ He or she must bring his/her business permit as trader/broker.				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Business Permit as trader/ broker and fill up application form after AT has reviewed and validated documents	1. Review and validate documents presented, and fill up application		5 minutes	EMILIO FILOSOFO Farm Foreman
2. Pay amount due at MAGO	2. Issuance of Official Receipt and releasing of sticker	Depends on the number of kilos transported	3 minutes	RONALDO A. RENDON Agricultural Technologist
3. Claim Auxiliary/ Transport Permit	3. Approval and Issuance of Auxiliary/ Transport Permit		2 minutes	SEVERINA C.PORE Municipal Agriculturist EMILIO FILOSOFO Farm Foreman
TOTAL			10 minutes	





3. ISSUANCE OF MOTORBOAT FISHING VESSEL REGISTRATION /PERMIT TO OPERATE & MOTORBOAT OPERATORS LICENSE

All owners and operators of motorized bancas 3 tonnages and below; all owners of non-motorized bancas used for fishing. They can avail themselves the fishery related programs and services.

Office		MUN. AGRICULTURE'S OFFICE		
Classification		SIMPLE		
Type Of Transaction		G2C – GOVERNMENT TO CITIZEN		
Who May Avail		All Pump boat Operators/Owners and drivers of the municipality of Hinatuan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ He or she must be a registered fisher folks and RSBSA. He must bring the following: Barangay & BFARMC clearance				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Motorboat Fishing Vessel Registration & Permit to Operate and Motorboat Operators License 1. Present Barangay and BFARMC Clearance and fill up application form after AT has reviewed and validated your documents	1. Review and validate documents presented. 1.1 If renewal, present previous registration. If new, conduct actual motorboat		10 minutes	RONALDO A. RENDON Agricultural Technologist





	measurement 1.2 If documents are complete, let the client fill up application form and present amount due for payment.			EMILIO FILOSOFO Farm Foreman
2. Pay amount due at MAGO	2. Issue Official Receipt and approve application form		3 minutes	RONALDO A. RENDON Agricultural Technologist
3. Claim Sticker and Mayor's permit	3. Print and Release Sticker and Mayor's permit		2 minutes	
			15 minutes	
B. Motorboat Operators License 1. Present Clearance and fill up application form after AT has reviewed and validated your documents	1. Review and validate documents presented If renewal, present previous registration If new, conduct actual motorboat measurement		10 minutes	SEVERINA C. PORE Municipal Agriculturist





	2. Issue Official Receipt and approve application form		2 minutes	RONALDO A. RENDON Agricultural Technologist
	3. Print and release Sticker and Mayor's permit		3 minutes	
	TOTAL		15 minutes	





4 ENROLMENT & INDEMNITY CLAIMS OF LIVELIHOOD OF FARMERS AND FISHERS TO PCIC

All farmers and fishers listed on the Registry System on Basic Sector of Agriculture (RSBSA) can insure their livelihood free of premium and can claim indemnities of damage of calamities and heavy infestation

Office		MUN AGRICULTURE'S OFFICE		
Classification		SIMPLE		
Type Of Transaction		G2C – GOVERNMENT TO CITIZEN		
Who May Avail		All Fisher folks, rice, corn, high value crops and livestock farmers of the municipality of Hinatuan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ He or she must be a registered fisher folks and must bring the following: photo copies of fishing permits, RSBSA, valid ID and certificate of large cattle to be insured for cattle.				
CLIENT'S STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Enrolment & Indemnity Claims of Livelihood of Farmers and Fishers to PCIC A. Enrolment				
A.1. 1 For Fishing gear (Seaweeds farm, fish pond, fish cage)	A 1.1 Review and validate documents presented for review and validate documents presented area geo tagging issuance	P100	10 minutes	RONALDO A. RENDON Agri tech





	of Inspection Report			
A.1.2. Pay amount due at MAGO	A.1.2 Issue Official Receipt and approve application form	P100	3 minutes	RONALDO A. RENDON Agri tech
	A.1.3 Issuance Of certification Prepare transmittal to PCIC	TOTAL P200	2 minutes	EMILIO FILOSOFO Farm foreman
	A.2.1. Review and validate Documents presented			
	A.2.2 approve application form			SEVERINA C. PORE Municipal Agriculturist
	A.2.3 Issuance Of certification Prepare transmittal to PCIC			EMILIO FILOSOFO Farm foreman
			15 MINUTES	
A.2.1. For Fishing Boat	A.3.1. Review and validate documents presented		10 minutes	RONALDO A. RENDON Agri tech
	A.3.2 approve application form		2 minutes	SEVERINA C. PORE Municipal Agriculturist





	A.3.3 Issuance of certification prepare transmittal to PCIC		3 minutes	EMILIO FILOSOFO Farm Foreman
			15 MINUTES	
A.3.1. For rice, corn, high-value crops	A.3.1. Review and validate documents presented		10 minutes	MA. ELENA R. RAVELO Agri Tech
	A.4.2 approve application form		2 minutes	SEVERINA C. PORE Municipal Agriculturist
	A.4.3 Issuance of certification prepare transmittal to PCIC		3 minutes	MA. ELENA R. RAVELO Agri Tech
			15 MINUTES	
A.4.1. For livestock farmers	A.4.1. Review and validate documents presented		10 minutes	RAMEL C. BANDOLA Agri Tech
	A.4.2 approve application form		2 minutes	SEVERINA C. PORE Municipal Agriculturist
	A.4.3 Issuance of certification prepare transmittal to PCIC		3 minutes	RAMEL C. BANDOLA Agri Tech
			15 MINUTES	





B. Indemnity Claims B.1.1 For Fishing Gear (Seaweeds farm, fish pond, fish cage)	B.1.1. Report the damage and proceed to the validation of the damaged area	2 minutes Depends on the area location	RONALDO A. RENDON Agri tech
	B.1.2 Process notice of claim application	5 minutes	EMILIO FILOSOFO Farm Foreman
	B.1.3 Approval and Prepare transmittal to PCIC	5 minutes	SEVERINA C. PORE Municipal Agriculturist
		Total: 12 Minutes	
B.2.1. For Fishing Boat	B.2.1. Report the damage and proceed to the inspection of the boat damage	2 minutes Depends on the area location	RONALDO A. RENDON Agri tech
	B.2.2 Process notice of claim application	5 minutes	EMILIO FILOSOFO Farm Foreman
	B.2.3 Approval and Prepare transmittal to PCIC	5 minutes	SEVERINA C. PORE Municipal Agriculturist
		Total: 12 Minutes	
B.3 1. For rice, corn, high-value crops	B.3.1. Report the damage and proceed to	2 minutes Depends on	MA. ELENA R. RAVELO Agri tech





	the inspection of the damaged crop		the area location	
	B.3.2 Process notice of claim application		5 minutes	EMILIO FILOSOFO Farm Foreman
	B.3.3 Approval and prepare transmittal to PCIC		5 minutes	SEVERINA C. PORE Municipal Agriculturist
			Total: 12 Minutes	
B.4.1. For livestock farmers	B.41. Report the animal damage		7 minutes	RAMEL C. BANDOLA Agri Tech
	B.4.2 Process notice of claim application		5 minutes	
	B.4.3 Approval and Prepare transmittal to PCIC		3 minutes	SEVERINA C. PORE Municipal Agriculturist
			Total 15 minutes	





FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send a feedback?</p>	<p>Every Friday, the Human Resource Management Officer/<i>Bilis Aksyon Partner</i> opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow ups in the Municipal Agriculture's Office, clients may contact MAO Hotline Number: 0919-071-1667</p>
<p>How to file complaints?</p>	<p>Answer the Client Complaint Form located at the Municipal Hall Lobby and drop it at the designated drop box. Complaints can also be filed via email thru lguhinatuan.hrmo@gmail.com and make sure to provide the following information:</p> <ul style="list-style-type: none"> Name of the person being complained Incident Evidence <p>For inquiries and follow ups you may contact ; HRMO Hotline # 0919-071-1676</p>
<p>How complaints are processed?</p>	<p>Every Friday, the HRMO/<i>Bilis Aksyon Partner</i> opens the drop box and evaluates each complaint. Upon evaluation, the HRMO/<i>Bilis Aksyon Partner</i> shall start the investigation and forward the complaint to the relevant office for their explanation. The HRMO/<i>Bilis Aksyon Partner</i> will create a report after the investigation and shall submit it to the Head of the Agency for appropriate action. The HRMO/<i>Bilis Aksyon Partner</i> will give the feedback to the client.</p> <p>For inquiries and follow ups you may contact ; HRMO Hotline # 0919-071-1676</p>
<p>Contact Information of ARTA, Presidential Complaints Center and the Contact Center ng Bayan</p>	<p>ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)</p>





MUNICIPAL ENGINEERING OFFICE

External Services





1. APPROVAL OF ALL TYPES OF PERMITS UNDER PD 1096

Any transaction or services that requires approval of all types of permits covered under the provisions of PD 1096

Office	MUN ENGINEERING OFFICE
Classification	SIMPLE
Type Of Transaction	G2C – GOVERNMENT TO CITIZEN
Who May Avail	Any citizen who applies for any permits under PD 1096
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Building Permit:	
<ul style="list-style-type: none"> • Permit forms to be signed by a licensed Civil Engineer/Architect, and accomplish by the applicant with his/her signature 	
<ul style="list-style-type: none"> • Tax declaration with current tax clearance 	
<ul style="list-style-type: none"> • Five (5) copies of complete set of Building Plans showing perspective, elevations, sections, detailed plans for specific purpose 	
<ul style="list-style-type: none"> • Bill of materials prepared and signed by a Licensed Civil Engineer /Architect 	
<ul style="list-style-type: none"> • Zoning Certificates from Zoning Officer with locational clearance 	
<ul style="list-style-type: none"> • Fire Certification from Bureau of Fire Protection 	
For Electrical Permit:	
<ul style="list-style-type: none"> • Barangay Construction Clearance signed by Punong barangay 	
<ul style="list-style-type: none"> • Bill of Materials / Schedule of loads 	
<ul style="list-style-type: none"> • Community tax clearance (Cedula) 	
<ul style="list-style-type: none"> • Electrical plan prepared & signed by a professional electrical engineer 	
<ul style="list-style-type: none"> • Tax Declaration / Tax Clearance (current) 	
<ul style="list-style-type: none"> • Building site & locational plans 	





CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Issuance of Building Permit A. Without complete documents 1. Proceed to the Office of the Municipal Engineer / Building Official and submit the required documents to the MEO Staff initial assessment and verification	1. Interview the client and give requirements. 1.1 Issue the Order of Payment and advice the client to proceed to MTO for payment of Building Permit Fee	The Assessment fee is based on the new schedule of fees and other charges of the revised implementing rules and regulations (IRR) of the national building code of the Philippines (PD 1096)	3 days	MEO STAFF
	2. Issue the Official Receipt		5 minutes	JUNE LINDO/ MICHELLE MALINAO RCC1
2. Pay the required fees at the MTO by showing the Order of Payment*. ** Make sure to secure the Official Receipt that will be issued upon payment	3. Approval of Building permit and other permits under PD 1096 by the Local Building Official		5 minutes	ENGR. QUERUBEN. A. ROSALES Municipal Engineer
3. Proceed to the office of the Municipal Engineer / building official and present the official receipt & claim the building permit				
TOTAL			3 days and 10 minutes	





FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send a feedback?</p>	<p>Every Friday, the Human Resource Management Officer/<i>Bilis Aksyon Partner</i> opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow ups in the Municipal Engineering Office, clients may contact MEO Hotline Number:</p>
<p>How to file complaints?</p>	<p>Answer the Client Complaint Form located at the Municipal Hall Lobby and drop it at the designated drop box. Complaints can also be filed via email thru lguhinatuan.hrmo@gmail.com and make sure to provide the following information:</p> <ul style="list-style-type: none"> Name of the person being complained Incident Evidence <p>For inquiries and follow ups you may contact HRMO Hotline # 0919-071-1676</p>
<p>How complaints are processed?</p>	<p>Every Friday, the HRMO/<i>Bilis Aksyon Partner</i> opens the drop box and evaluates each complaint. Upon evaluation, the HRMO/<i>Bilis Aksyon Partner</i> shall start the investigation and forward the complaint to the relevant office for their explanation. The HRMO/<i>Bilis Aksyon Partner</i> will create a report after the investigation and shall submit it to the Head of the Agency for appropriate action. The HRMO/<i>Bilis Aksyon Partner</i> will give the feedback to the client.</p> <p>For inquiries and follow ups you may contact HRMO Hotline # 0919-071-1676</p>
<p>Contact Information of ARTA, Presidential Complaints Center and the Contact Center ng Bayan</p>	<p>ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)</p>





MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

External Services





1. AID TO INDIVIDUALS IN CRISIS SITUATION (AICS)

This is the basic assistance provided to walk in clients or individuals in crisis situation needing financial assistance, food supplies, counselling services and other basic needs.

Office		MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE		
Classification		SIMPLE		
Type Of Transaction		G2C – GOVERNMENT TO CITIZEN		
Who May Avail		Individual in crisis situation within the municipality		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Certificate of Indigence				
❖ Barangay Certification /Recommendation				
❖ Prescription of medicines from the attending physician				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MSWDO and present any of the requirements to justify your immediate need	1. Interview and assess the client based on the problem assessed and record the client important data /information based on the client intake form		15 minutes	SUNRISE B. TUMANDA MSWDO NOEMI C. SANGKAAN MARIEL P. CAÑEDO
2. Accomplish and submit the forms and other supporting papers given and wait for	2. Receive and review the accomplished form and advise the client about the schedule		15 minutes	KIMBERLY JEAN VERDEFLO





<p>the advice of the MSWDO personnel when to receive the financial assistance</p>	<p>for the release</p> <p>2.1 Prepare and submit the duly accomplished forms of the client for signatures of the concerned persons to process the check for financial assistance</p>			<p>SARAH S. LAKAG,</p> <p>IRENE S. CORALAT/ MSWDO STAFF</p>
TOTAL			30 minutes	





2. PRE-MARRIAGE COUNSELING SEMINAR

It is a requisite for the two individuals who are applying for marriage license and undergo seminar for counselling on Marriage and Relationship. MCH and Family Planning, Human Sexuality, Responsible Parenthood and Home Management for core of Municipality Pre-Marriage Counselors.

Office		MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE		
Classification		SIMPLE		
Type Of Transaction		G2C – GOVERNMENT TO CITIZEN		
Who May Avail		COUPLE WHO APPLIED FOR MARRIAGE LICENSE		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Pre-Marriage Counseling Application Form				
❖ Official Receipt				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MSWDO and fill up the PMC application form after presenting the requirements needed	1. Provide the couple with a checklist of requirements and assist them in filling up the form. 1.1 Issue the Order of payment and advice the client to proceed to MTO for payment		5 minutes	NOEMI C. SANGKAAN MARIEL P. CAÑEDO KIMBERLY JEAN VERDEFLORE SARAH S. LAKAG, IRENE S. CORALAT/ MSWDO STAFF





<p>2. Pay the required fees at the Municipal Treasurer's Office by showing the Order of Payment*.</p> <p>** Make sure to secure the Official Receipt that will be issued upon payment</p>	<p>2. Issue Official Receipt</p>		<p>3 minutes</p>	<p>JUNE LINDO/ MICHELLE MALINAO RCC1</p>
<p>3. Attend the counselling proper on Marriage, Relationship and Responsible Parenthood and receive the PMC certificate afterwards</p>	<p>3. Receive the OR and proceed with the counselling proper on Marriage, Relationship and Responsible Parenthood</p> <p>3.1 Inform the couple to proceed to the next PMC Counselor at MHO and release the PMC certificate afterwards</p>		<p>1 hour</p>	<p>SUNRISE B. TUMANDA MSWDO</p> <p>NOEMI C. SANGKAAN</p> <p>MARIEL P. CAÑEDO</p> <p>KIMBERLY JEAN VERDEFLO</p> <p>SARAH S. LAKAG,</p> <p>IRENE S. CORALAT/ MSWDO STAFF</p>
TOTAL			1 hour and 8 minutes	





FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send a feedback?</p>	<p>Every Friday, the Human Resource Management Officer/<i>Bilis Aksyon Partner</i> opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow ups in the Municipal Social Welfare and Development Office, clients may contact MSWDO Hotline Number:0951 – 682- 4066</p>
<p>How to file complaints?</p>	<p>Answer the Client Complaint Form located at the Municipal Hall Lobby and drop it at the designated drop box. Complaints can also be filed via email thru lguhinatuan.hrmo@gmail.com and make sure to provide the following information:</p> <ul style="list-style-type: none"> Name of the person being complained Incident Evidence <p>For inquiries and follow ups you may contact ; HRMO Hotline # 0919-071-1676</p>
<p>How complaints are processed?</p>	<p>Every Friday, the HRMO/<i>Bilis Aksyon Partner</i> opens the drop box and evaluates each complaint. Upon evaluation, the HRMO/<i>Bilis Aksyon Partner</i> shall start the investigation and forward the complaint to the relevant office for their explanation. The HRMO/<i>Bilis Aksyon Partner</i> will create a report after the investigation and shall submit it to the Head of the Agency for appropriate action. The HRMO/<i>Bilis Aksyon Partner</i> will give the feedback to the client.</p> <p>For inquiries and follow ups you may contact ; HRMO Hotline # 0919-071-1676</p>
<p>Contact Information of ARTA, Presidential Complaints Center and the Contact Center ng Bayan</p>	<p>ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)</p>





HINATUAN SOUTHERN COLLEGE

External Services





1. ADMISSION/ENROLMENT

This is an admission service rendered to those individuals who are eligible for Tertiary Education. This service includes the conduct of entrance examinations and registration for college admission.

Office		HINATUAN SOUTHERN COLLEGE		
Classification		SIMPLE		
Type Of Transaction		G2C – GOVERNMENT TO CITIZEN		
Who May Avail		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
General Requirements:				
<ul style="list-style-type: none"> i. PSA Birth Certificate (Photocopy) ii. If <i>married</i>, PSA Marriage Certificate (Photocopy) iii. Medical Certificate iv. 2 pcs 2x2 ID Pictures v. Good Moral Certificate vi. Expanded Envelope 				
For Freshmen:				
<ul style="list-style-type: none"> i. Original Copy of Form 138 (Report Card) 				
For Transferees:				
<ul style="list-style-type: none"> i. Honorable Dismissal ii. Transcript of Records for Evaluation (Original) 				
For Old and Returning:				
<ul style="list-style-type: none"> i. Duly Accomplished Student's Clearance 				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Take admission/ Entrance Examination (Applicable only to Freshmen and Transferee Students)	1. Hand over PRF after administering the examination and instruct the student to proceed to the school nurse		1 hour	Guidance Counselor Designate





	and Secure and fill out the Pre-Registration Form (PRF) after submission of Medical Certificate and Drug Test Results	1.1 Received Medical Certificate and Drug Test Results		5 minutes	School Nurse Designate
2.	Proceed to the Department Heads for the evaluation and assessment of the subjects to be taken	2. Review and give recommendations to the subjects to be taken and advise the student to proceed to the Cashier's Office after enlisting his/her name in the system		5 minutes	Department Advisers and Dean/Program Head
3.	Submit the PRF for the assessment for billing purposes and claim the Certification of Registration and Billing	3. Assess the financial Obligations and issue Certificate of Registration and Billing		5 minutes	Cashier Registrar
TOTAL				1 hour and 15 minutes	





2. AUXILIARY SERVICES

These are the services rendered to the bonafide students and graduates of the institution. These include the issuance of Transcript of Records, Certificate of Good Moral, Honorable Dismissal, etc.

Office		HINATUAN SOUTHERN COLLEGE		
Classification		SIMPLE		
Type Of Transaction		G2C – GOVERNMENT TO CITIZEN		
Who May Avail		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Duly Accomplished Student's Clearance				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the duly accomplished clearance	1. Review and check the clearance if signatories has affixed their signatures		5 minutes	Records Clerk
	1.1 Assess the Billing of the requested documents and issue order of payment slip		5 minutes	Data Controller
2. Proceed to the cashiers office after securing order of payment slip	2. Issue official receipt	P100	3 minutes	Cashier
3. Present the Official Receipt and claim the requested documents	3. Received the OR and release the requested documents		3 minutes	Records Clerk
TOTAL		P100	1 hour and 15 minutes	





3. SERVICES TO SCHOLARSHIP GRANTEES

This is the services rendered to the scholarship grantees of this institutions. This also includes the issuance of necessary documents needed to claim the amount of scholarship granted.

Office		HINATUAN SOUTHERN COLLEGE		
Classification		SIMPLE		
Type Of Transaction		G2C – GOVERNMENT TO CITIZEN		
Who May Avail		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Statement of Account (SOA)				
❖ Grades on Previous Semester				
❖ Community Tax Certificate (CTC)				
❖ School ID				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Claim Statement of Account (SOA) and secure copy of grades on previous semester	1. Issue Statement of Account (SOA) & Released Official Receipt to be presented in Registrar's Office		5 minutes	Cashier
2. Present SOA, copy of grades on previous semester, CTC and School ID	2. Assess the necessary documents. Check any unpaid balance stated in SOA so that it will be deducted from the amount of scholarship they will received.		5 minutes	Accounting Clerk
3. Claim the Stipend	3. Release the stipend		5 minutes	Cashier
			15 minutes	





FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send a feedback?</p>	<p>Every Friday, the Human Resource Management Officer/<i>Bilis Aksyon Partner</i> opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow ups in Hinatuan Southern College, clients may contact HSC Hotline Number:0921-267-8288</p>
<p>How to file complaints?</p>	<p>Answer the Client Complaint Form located at the Municipal Hall Lobby and drop it at the designated drop box. Complaints can also be filed via email thru lquhinatuan.hrmo@gmail.com and make sure to provide the following information:</p> <ul style="list-style-type: none"> Name of the person being complained Incident Evidence <p>For inquiries and follow ups you may contact ; HRMO Hotline # 0919-071-1676</p>
<p>How complaints are processed?</p>	<p>Every Friday, the HRMO/<i>Bilis Aksyon Partner</i> opens the drop box and evaluates each complaint. Upon evaluation, the HRMO/<i>Bilis Aksyon Partner</i> shall start the investigation and forward the complaint to the relevant office for their explanation. The HRMO/<i>Bilis Aksyon Partner</i> will create a report after the investigation and shall submit it to the Head of the Agency for appropriate action. The HRMO/<i>Bilis Aksyon Partner</i> will give the feedback to the client.</p> <p>For inquiries and follow ups you may contact ; HRMO Hotline # 0919-071-1676</p>
<p>Contact Information of ARTA, Presidential Complaints Center and the Contact Center ng Bayan</p>	<p>ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)</p>





BUREAU OF FIRE PROTECTION

External Services





1. FIRE SAFETY EVALUATION CLEARANCE FOR BUILDING PERMIT

Office		BUREAU OF FIRE PROTECTION		
Classification		SIMPLE		
Type Of Transaction		G2C – GOVERNMENT TO CITIZEN		
Who May Avail		BUILDING OWNER/TENANT/AUTHORIZED REPRESENTATIVE		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Three (3) complete sets of building plans and specifications				
❖ Estimated cost of the building to be constructed/renovated /modified as reflected in the bill of materials including labor cost signed by the designer/contractor				
❖ Official Receipt				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for Fire Safety Evaluation Clearance using the standard application form including the required attachments	1. Check completeness of application and endorse to Fire Code Assessor (FCA). 1.1 Record to the Official Log Book the name of applicant and owner of the establishment and the time, date of application. In case of	Fees: 0.10% Of The Verified Estimated Value Of The Building To Be Erected.	10 minutes	Customer Relation Officer





	<p>lacking requirements, Customer Relation Officer shall immediately inform in writing the applicant of such finding.</p> <p>1.3 Assess Fire Code Fees/ Taxes and issue assessment and order of payment</p>		10 minutes	Fire Code Assessor
<p>2. Pay the assessed amount and submit copy of receipt of payment to Customer Relation Officer and receive the claim stub</p> <p>** Make sure to secure the Official Receipt that will be issued upon payment (Note: Fire Safety Evaluation Clearance will be issued within the maximum period of three (3) days from</p>	<p>2.1 Receive payment from applicant and compile copy of receipt of payment</p> <p>2.2 Check copy of receipt of payment and record to the logbook the amount paid and Official Receipt Number and date of payment, and issue Claim Stub. Refer the application to Chief, Fire</p>		<p>10 minutes</p> <p>5 minutes</p>	<p>Fire Code Collecting Agent</p> <p>Customer Relation Officer</p>





<p>application if the plans conform to the fire safety and life safety requirements of the Fire code and its IRR.)</p>	<p>Safety Enforcement Unit for designation of Building Plan Evaluator .</p>			
	<p>2.3 Assign Building Plan Evaluator who will review/ evaluate the plans and specifications.</p>		<p>15 minutes</p>	<p>Chief, Fire Safety Enforcement Unit</p>
	<p>2.4 Review/ evaluate Building Plans and accomplish Fire Safety Checklist, and make appropriate recommendations/ findings.</p>		<p>1 ½ Days Maximum from the date of application.</p>	<p>Building Plan Evaluator</p>
	<p>2.5 Review/ evaluate the recommendations/findings of Building Plan Evaluator and recommend to Municipal Fire Marshal</p>		<p>2 hours</p>	<p>Chief, Fire Safety Enforcement Unit</p>





	<p>or District Fire Marshal for the issuance of Fire Safety Evaluation Clearance/ Notice of Disapproval.</p> <p>2.6 Final review/ evaluation of the Chief, Fire Safety Enforcement Unit's recommendation for disposition</p> <p>2.7 Approve and sign three (3) copies of Fire Safety Evaluation Clearance/ Notice of Disapproval as the case may be.</p> <p>2.8 Record in the Official Logbook the FSEC/Notice of Disapproval</p>		<p>2 hours</p> <p>20 minutes</p> <p>10 minutes</p>	<p>District Fire Marshal who has jurisdiction over a city whose function is the same as that of City Fire Marshal; FCA OR City/Municipal Fire Marshal as the case maybe</p> <p>District Fire Marshal who has jurisdiction over a city whose function is the same as that of City Fire Marshal; FCA OR City/Municipal Fire Marshal AS THE CASE MAYBE</p> <p>Customer Relation Officer</p> <p>Records Custodian</p>
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		<p>number, date approved, name of applicant/ owner and name of establishment, OR number and amount paid. Provide duplicate copy of Fire Safety Evaluation Clearance/ Notice of Disapproval to the designated Records Custodian and Business Permit and Licensing Office.</p>				
3.	Owner/ Authorized representative Present Claim Stub	3	Release Fire Safety Evaluation Clearance to applicant through the Customer Relation Officer. Serve copy of Notice of Disapproval to the owner		5 minutes	Customer Relation Officer





	<p>in case the plans and specification did not conform to the fire safety and life safety requirement of the Fire Code of the Philippines of 2008 and its IRR. Endorse 1 set of plan to BO as well as duplicate copy of FSEC or Notice of Disapproval, as the case may be.</p>			
	TOTAL			1 DAY, 5 HOURS, AND 25 MINS





FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send a feedback?</p>	<p>Every Friday, the Human Resource Management Officer/<i>Bilis Aksyon Partner</i> opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow ups in the BUREAU OF FIRE PROTECTION, clients may contact BFP Hotline Number:</p>
<p>How to file complaints?</p>	<p>Answer the Client Complaint Form located at the Municipal Hall Lobby and drop it at the designated drop box. Complaints can also be filed via email thru lguhinatuan.hrmo@gmail.com and make sure to provide the following information:</p> <ul style="list-style-type: none"> Name of the person being complained Incident Evidence <p>For inquiries and follow ups you may contact ; HRMO Hotline # 0919-071-1676</p>
<p>How complaints are processed?</p>	<p>Every Friday, the HRMO/<i>Bilis Aksyon Partner</i> opens the drop box and evaluates each complaint. Upon evaluation, the HRMO/<i>Bilis Aksyon Partner</i> shall start the investigation and forward the complaint to the relevant office for their explanation. The HRMO/<i>Bilis Aksyon Partner</i> will create a report after the investigation and shall submit it to the Head of the Agency for appropriate action. The HRMO/<i>Bilis Aksyon Partner</i> will give the feedback to the client.</p> <p>For inquiries and follow ups you may contact ; HRMO Hotline # 0919-071-1676</p>
<p>Contact Information of ARTA, Presidential Complaints Center and the Contact Center ng Bayan</p>	<p>ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)</p>





PHILIPPINE NATIONAL POLICE External Services





1. REQUEST FOR POLICE CLEARANCE

Office		PHILIPPINE NATIONAL POLICE		
Classification		SIMPLE		
Type Of Transaction		G2C – GOVERNMENT TO CITIZEN		
Who May Avail		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Community Tax Certificate (CTC)				
❖ Two (2) copies of Barangay Clearance				
❖ Two (2) copies of 2x2 picture (colored)				
❖ Official Receipt				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Manifest intent to the Police Clearance In-charge AND Fill-out request form and submit same with the required documents to the Police Clearance In-Charge	1. Police Clearance In-charge provide the clients with the appropriate form and enters the request in the logbook		10 minutes	Police Clearance In-charge
	1.1 Police Clearance In-charge verifies the authenticity of the documents submitted and advise the client to pay Police Clearance Fee at the Municipal Treasurer's Office.		15 minutes	Police Clearance In-charge





2	Pay Police Clearance fee at the Treasurer's Office and submit OR to the Police Clearance In-Charge	2	Issue the Official Receipt	Set by LGU	5 minutes	JUNE LINDO/ MICHELLE MALINAO RCC1
3	Sign and claim the clearance	3	Police Clearance In-Charge verifies records and prepares the clearance		1 hour	Police Clearance In-charge
		3.1	COP approve signs the clearance		10 minutes	Chief of Police
		3.2	Police Clearance In-charge releases the Clearance			Police Clearance In-charge
			TOTAL		1 hour and 40 minutes	





2. REQUEST FOR POLICE BLOTTER EXTRACT

Office		PHILIPPINE NATIONAL POLICE			
Classification		SIMPLE			
Type Of Transaction		G2C – GOVERNMENT TO CITIZEN			
Who May Avail		ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
❖ Official Receipt					
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Manifest intent to the duty Desk Officer and Fill-out request form and submit same with the required documents to the Desk Officer	1. Desk Officer provide the clients with the appropriate form, enters the request in the logbook and refers to the designated Action PNCO, Investigation Section.		10 minutes	Duty Desk Officer	
	1.1 Action PNCO advises the client to pay Police Blotter Extract Fee at the Municipal Treasurer's Office.		15 minutes	Duty Desk Officer / Action PNCO	
2 Pay Police Blotter Extract Fee at the Treasurer's Office and submit OR to the Action PNCO	2 Issue the Official Receipt	Set by LGU	5 minutes	JUNE LINDO/ MICHELLE MALINAO RCC1	





3	Client claims the Police Blotter Extract	3	Action PNCO verifies records and prepares the Police Blotter Extract		1 hour	Action PNCO
			COP approve / signs the clearance		10 minutes	Chief of Police
		3.1	Action PNCO releases the Police Blotter Extract			Action PNCO
		TOTAL			1 hour and 40 minutes	





3 REQUEST FOR POLICE TRAFFIC INCIDENT REPORT

Office		PHILIPPINE NATIONAL POLICE			
Classification		SIMPLE			
Type Of Transaction		G2C – GOVERNMENT TO CITIZEN			
Who May Avail		ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
❖ Official Receipt					
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Manifest intent to the duty Desk Officer, fill-out request form and submit same with the required documents to the Desk Officer	1. Desk Officer provide the clients with the appropriate form, enters the request in the logbook and refers to the designated Action PNCO, Traffic Section.		10 minutes	Duty Desk Officer	
	1.1 Action PNCO advises the client to pay Police Traffic Incident Report Fee at the Municipal Treasurer's Office.		15 minutes	Duty Desk Officer / Action PNCO	
2 Pay Police Police Traffic Incident Report Fee at the Treasurer's Office and	2 Issue the Official Receipt	Set by LGU	5 minutes	JUNE LINDO/ MICHELLE MALINAO RCC1	





submit OR to the Action PNCO				
3 Client claims the Police Traffic Incident Report	3	Action PNC verifies records and prepares the Police Traffic Incident Report	1 hour	Duty Desk Officer /Action PNCO
	3.1	COP approve / signs the Police Traffic Incident Report	10 minutes	Chief of Police
	3.3	Action PNCO releases the Police Traffic Incident Report		Duty Desk Officer /Action PNCO
		TOTAL	1 hour and 40 minutes	





FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send a feedback?</p>	<p>Every Friday, the Human Resource Management Officer/<i>Bilis Aksyon Partner</i> opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow ups in the PHILIPPINE NATIONAL POLICE, clients may contact PNP Hotline Number: 0998-598-7366</p>
<p>How to file complaints?</p>	<p>Answer the Client Complaint Form located at the Municipal Hall Lobby and drop it at the designated drop box. Complaints can also be filed via email thru lguhinatuan.hrmo@gmail.com and make sure to provide the following information:</p> <ul style="list-style-type: none"> Name of the person being complained Incident Evidence <p>For inquiries and follow ups you may contact ; HRMO Hotline # 0919-071-1676</p>
<p>How complaints are processed?</p>	<p>Every Friday, the HRMO/<i>Bilis Aksyon Partner</i> opens the drop box and evaluates each complaint. Upon evaluation, the HRMO/<i>Bilis Aksyon Partner</i> shall start the investigation and forward the complaint to the relevant office for their explanation. The HRMO/<i>Bilis Aksyon Partner</i> will create a report after the investigation and shall submit it to the Head of the Agency for appropriate action. The HRMO/<i>Bilis Aksyon Partner</i> will give the feedback to the client.</p> <p>For inquiries and follow ups you may contact ; HRMO Hotline # 0919-071-1676</p>
<p>Contact Information of ARTA, Presidential Complaints Center and the Contact Center ng Bayan</p>	<p>ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)</p>





Internal Services





HUMAN RESOURCE MANAGEMENT OFFICE Internal Services





1. ISSUANCE OF SERVICE RECORD AND CERTIFICATE OF EMPLOYMENT

Service Records and Certificate of Employment are issued to the incumbent and separated LGU employees as a requirement for Job application, loan application, GSIS, and retirement claims.

Office		HUMAN RESOURCE MGT OFFICE		
Classification		SIMPLE		
Type Of Transaction		G2G – GOVERNMENT TO GOVERNMENT		
Who May Avail		LGU incumbent and separated employees and officials		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Official Receipt (O.R.)				
❖ Request Form				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up the prescribed request form and submit it to the clerk on duty of the HRMO	1. Provides the requested form and requires the customer to sign the logbook 1.1 Receives the filled-up form for computer encoding and advises to secure an Official Receipt from the MTO after an order of payment was issued		5 minutes	GILDA Z. ADLAWAN Admin. Aide IV (Clerk II)





<p>2. Pay the required fees at the Municipal Treasurer's Office by showing the Order of Payment*.</p> <p>* Make sure to secure the Order of Payment that will be issued</p> <p>** Make sure to secure the Official Receipt that will be issued upon payment</p>	<p>2. Accept the payment based on the Order of Payment</p> <p>2.1 Issue the Official Receipt</p>	<p>Certification Fee – P 50</p>	<p>5 minutes</p>	<p>JUNE M. LINDO Revenue Collection Clerk</p>
<p>3. Return to the HR Office, present the OR and claim the certification/ service record</p>	<p>3. Reviews and approves the requested documents and gives to client</p>		<p>5 minutes</p>	<p>MELANI H. SAYAWAN, MBA Administrative Officer V (HRMO III) / PESO Manager</p>
TOTAL			15 minutes	





2. CERTIFICATION OF LEAVE CREDITS AND CERTIFICATION OF LEAVE WITHOUT PAY

Certification of leave credits and certification of leave without pay are issued to incumbent employees for loan and other personal purposes

Office		HUMAN RESOURCE MGT OFFICE		
Classification		SIMPLE		
Type Of Transaction		G2G – GOVERNMENT TO GOVERNMENT		
Who May Avail		LGU incumbent and separated employees and officials		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Request Form				
CLIENT'S STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up the prescribed request form and submit it to the clerk on duty of the HRMO	1. Provides the requested form and requires the customer to sign the log book 1.1 Receives the filled-up and verifies balance vis-à-vis leave records and prepare for computer encoding		10 minutes	GILDA Z. ADLAWAN Admin. Aide IV (Clerk II)
	2. Reviews and approves the requested documents and gives to client		3 minutes	MELANI H. SAYAWAN, MBA Administrative Officer V (HRMO III) / PESO Manager
TOTAL			13 minutes	





3. APPLICATION FOR RETIREMENT (GSIS and PAGIBIG)

Facilitate application for retirement both for compulsory and voluntary

Office		HUMAN RESOURCE MGT OFFICE		
Classification		SIMPLE		
Type Of Transaction		G2G – GOVERNMENT TO GOVERNMENT		
Who May Avail		LGU employees and officials		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form				
Clearance Form				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up the prescribed request form and submit it to the clerk on duty of the HRMO	1. Provides the requested form and requires the customer to sign the log book		3 minutes	GILDA Z. ADLAWAN Admin. Aide IV (Clerk II)
	1.1 Receives the filled-up form together with the employee's clearance and verifies retiree's records and prepare for computer encoding		10 minutes	
	2. Reviews and approves the requested documents and gives to client		3 minutes	MELANI H. SAYAWAN, MBA Admin Officer V (HRMO III) / PESO Manager
TOTAL			16 minutes	





4. APPLICATION FOR SICK LEAVE, VACATION LEAVE AND/OR MATERNITY LEAVE ETC

Application for Sick Leave shall be accompanied by Medical Certificate if it is more than 5 days while vacation leave should be filed by the LGU employee 5 days before the planned vacation leave.

Office		HUMAN RESOURCE MGT OFFICE		
Classification		SIMPLE		
Type Of Transaction		G2G – GOVERNMENT TO GOVERNMENT		
Who May Avail		LGU employees and officials		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Leave Application form				
❖ Medical Certificate if more than 5 days sick leave				
❖ Clearance for Travel Abroad				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client secures application leave form(CSC form no. 6) and submits the accomplished leave form (CSC Form no. 6) duly endorsed and signed by the recommending Department Head	1 Provides the requested application for leave form & requires the customer to sign the log book		3 minutes	GILDA Z. ADLAWAN Admin. Aide IV (Clerk II)
	1.1 Receives the Accomplished leave form & records employees leave & update balances		10 minutes	
	2. Reviews & approves the accomplished leave form (CSC Form no. 6)and submit to the LCE for approval		3 minutes	MELANI H. SAYAWAN, MBA Admin Officer V (HRMO III) / PESO Manager
TOTAL			16 minutes	





5. REQUEST FOR MONETIZATION OF LEAVE CREDITS

Monetization of leave credits are granted to LGU employees provided their leave credits warrants.

Office		HUMAN RESOURCE MGT OFFICE		
Classification		SIMPLE		
Type Of Transaction		G2G – GOVERNMENT TO GOVERNMENT		
Who May Avail		LGU employees and officials		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Letter Request				
❖ Leave Application form				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents request for monetization (addressed to the LCE)	1. Evaluates and endorse the request to the LCE for approval and requires the customer to sign the log book		3 minutes	GILDA Z. ADLAWAN Admin. Aide IV (Clerk II)
	1.1 Prepare leave application after verifying employees leave balances		10 minutes	
	2. Reviews and prepares Disbursement Vouchers and release to the employee		3 minutes	MELANI H. SAYAWAN, MBA Admin Officer V (HRMO III) / PESO Manager
TOTAL			16 minutes	





FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send a feedback?</p>	<p>Every Friday, the Human Resource Management Officer/<i>Bilis Aksyon Partner</i> opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow ups in the HUMAN RESOURCE MANAGEMENT OFFICE, clients may contact HRMO Hotline Number: 0919-071-1676</p>
<p>How to file complaints?</p>	<p>Answer the Client Complaint Form located at the Municipal Hall Lobby and drop it at the designated drop box. Complaints can also be filed via email thru lguhinatuan.hrmo@gmail.com and make sure to provide the following information:</p> <ul style="list-style-type: none"> Name of the person being complained Incident Evidence <p>For inquiries and follow ups you may contact ; HRMO Hotline # 0919-071-1676</p>
<p>How complaints are processed?</p>	<p>Every Friday, the HRMO/<i>Bilis Aksyon Partner</i> opens the drop box and evaluates each complaint. Upon evaluation, the HRMO/<i>Bilis Aksyon Partner</i> shall start the investigation and forward the complaint to the relevant office for their explanation. The HRMO/<i>Bilis Aksyon Partner</i> will create a report after the investigation and shall submit it to the Head of the Agency for appropriate action. The HRMO/<i>Bilis Aksyon Partner</i> will give the feedback to the client.</p> <p>For inquiries and follow ups you may contact ; HRMO Hotline # 0919-071-1676</p>
<p>Contact Information of ARTA, Presidential Complaints Center and the Contact Center ng Bayan</p>	<p>ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)</p>





LIST OF OFFICES	Contact Numbers
Municipal Mayor's Office	0919-071-1674
Sangguniang Bayan Office	
Municipal Planning & Development Office	0919-703-0085
Municipal Budget Office	0919-071-1675
Municipal Accounting Office	0919-071-1678
Municipal Assessor's Office	0919-071-1671
Municipal Treasurer's Office	0919-071-1677
Municipal Engineering Office	0919-073-0083
Municipal Civil Registrar's Office	0999-993-7520
Municipal Health Office	0919-071-1672
Municipal Social Welfare and Development Office	0919-071-1681
Municipal Agriculture's Office	0919-071-1667
Municipal Disaster Risk Reduction Management Office	0919-071-1679
Municipal Economic Enterprise Office	0919-071-1680
Hinatuan Southern College	0919-071-1669
Bureau of Fire Protection Office	
Philippine National Police	0998-598-7366
Human Resource Management Office	0919-071-1676

