



LOCAL GOVERNMENT UNIT OF MANAOAG CITIZEN'S CHARTER LIST OF SERVICES

Office of the Municipal Mayor

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1. Issuance of Permit On All Advertising and Promotional Activities

Service Information: Corporation, groups/individuals and other entities wishing to promote or advertise their product/s or service/s to the public through the installation/posting of billboards, signages, streamers, posters and/or flyers and other materials need to secure a permit from the Municipal Mayor's office. The Municipal Government removes these advertising materials if they are installed or posted without the necessary permit.

Office or Division:	Office of the Municipal Mayor	
Classification:	Simple Transaction	
Type of Transaction:	Government to Citizens (G2C)	
Who may avail:	Corporation, groups/individuals and other entities wishing to promote or advertise their product/s or service/s within the Municipality	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Streamers, Posters and Flyers Letter to the Municipal Mayor stating the total number and the period/duration of posting.		Clients
For Billboards and Signages: 1. Letter-request to the Municipal Mayor, copy furnished the Municipal Engineering Office and Municipal Planning and Development Office. (3 copies) 2. Design, details and specifications, and the sketch plan of the site where the billboard will be installed. (1copy) 3. Document/s showing consent from the property owner if billboard will be installed on private property.(1copy) 4. Affidavit of undertaking to assume all obligations and liabilities caused to any third party by reason of such project.		Clients Clients Property owner Lawyer

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit request letter along with all the requirements to the receiving clerk or employee in charge	1.Receive and review the request Letter		1 minute	Arianne Barlolong <i>Administrative Aide</i> Mayor's Office
2.Pay the prescribed fees at the Municipal Treasurer's Office. You will be issued an Official Receipt	2.Receive payments and issue Official Receipt	Depend s on the Assessment	2 minutes	Municipal Treasury Staff
3.Show your official receipt to the authorized officer who prepares the permit. For streamers, posters and flyers: Also show your advertising paraphernalia. For Billboards: Secure endorsements from the Municipal Engineering Office.	3.Receive and review the application forms as to the completeness Including signatures, payments and other requirements			Arianne Barlolong <i>Administrative Aide</i> Mayor's Office
4.Wait for the permit	4.Preparation of Mayor's permit		1 minute	Arianne Barlolong <i>Administrative Aide</i> Mayor's Office

<p>5.Receive a copy of your permit</p> <p>Have all streamers and posters signed by the authorized officer. This indicates to LGU personnel tasked with removing unauthorized streamers and posters that approval has been given for posting of these paraphernalia</p>	<p>5.Release the Permit</p>		<p>1 minute</p>	<p>Arianne Barlolong Administrative Aide Mayor's Office</p>
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2. Granting of the Request for the Use of Municipal Government Facilities

Service Information: The Municipal Government of Manaoag offers the use of the following facilities for seminars, conferences, gathering, sports and other activities:

1. Manaoag Public Auditorium
2. Sports Complex

Office or Division:	Office of the Municipal Mayor	
Classification:	Simple Transaction	
Type of Transaction:	Government to Citizens (G2C)	
Who may avail:	Corporation, groups/individuals and other entities requesting for the use of Manaoag Public Auditorium	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter-request addressed to the Municipal Mayor, specifying the government facility/ies to be used, date, time and purpose		Clients

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request Letter	1. Receive and review the request letter		1 minute	Arianne Barlolong <i>Administrative Aide</i> Mayor's Office
2. Pay the prescribed fees at the Municipal Treasurer's Office. You will be issued an Official Receipt	2. Receive payment and issue Official Receipt	Assessment refers to Treasury	2 minutes	Municipal Treasurer's Office
3. Wait for the Permit	3. Preparation of Mayor's permit		1 minute	Arianne Barlolong <i>Administrative Aide</i> Mayor's Office
4. Receive a copy of your permit and give it to the personnel in charge	4. Release the Permit		1 minute	Arianne Barlolong <i>Administrative Aide</i> Mayor's Office

3. Issuance of Mayor's Clearance and Certificate of Good Moral Character

People need to secure a Mayor's Clearance before they can apply for a firearms license. Those seeking employment are sometimes also required to secure the same. Some schools and overseas employment agencies require their students/recruits to secure a Certificate of Good Moral Character before they are allowed to enroll or apply. The Mayor's Clearance certifies the individual to be a resident of the municipality, of good moral character and is a law-abiding citizen.

Office or Division:	Office of the Municipal Mayor
Classification:	Simple Transaction
Type of Transaction:	Government to Citizens (G2C)
Who may avail:	Corporation, groups/individuals and other entities requesting for the use of Manoaag Public Auditorium
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
For Mayor's Clearance:	
Original Copy of Police Clearance	PNP
Community Tax Certificate	Municipal Treasury Office
Official Receipt	Municipal Treasury Office

For Certificate of Good Moral Character: Barangay Certification (stating that the client is a resident of the barangay and has no derogatory records) Official receipt		Office of the Punong Barangay Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit all the requirements	1.Receive and review the requirements		1 minute	Arianne Barlolong <i>Administrative Aide</i> Mayor's Office
2.Pay the required fee	2. Receive payment and issue Official Receipt	P 50.00	2 minutes	Municipal Treasury Office
3.Wait for the Clearance or Good Moral Character	3.Preparation of the Clearance or Good Moral Character		1 minute	Arianne Barlolong <i>Administrative Aide</i> Mayor's Office
4.Receive a copy of your Clearance or Good Moral Character	4.Release the Clearance or Good Moral Character		1 minute	Arianne Barlolong <i>Administrative Aide</i> Mayor's Office

4. Issuance of Permit To Conduct Motorcade Or Parade

All groups and entities who wishes to stage a motorcade/parade and/or procession around the municipality are required to get a permit from the Mayor's Office prior to the scheduled activity. This ensures coordination and orderly traffic management during the activity

Office or Division:	Office of the Municipal Mayor
Classification:	Simple Transaction
Type of Transaction:	Government to Citizens (G2C)
Who may avail:	Corporation, groups/individuals and other entities requesting to conduct Motorcade or Parade within the jurisdiction of the Municipality of Manaoag

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit request letter to the receiving clerk or employee-in-charge	1.Receive and review the request letter	None	2 minutes	Arianne Barlolong <i>Administrative Aide</i> Mayor's Office
2.Wait for the permit	2.Preparation of the Permit		2 minutes	Arianne Barlolong <i>Administrative Aide</i> Mayor's Office
3.Receive a copy of the Permit	3.Release the Permit		1 minute	Arianne Barlolong <i>Administrative Aide</i> Mayor's Office

5.Issuance Of Burial Permit/Transfer Of Cadaver/Transfer Of Skeletal Remains

A permit is required for burying, transferring of cadaver or skeletal remains to be issued by the Office of the Municipal Mayor

Office or Division:	Office of the Municipal Mayor
Classification:	Simple Transaction
Type of Transaction:	Government to Citizens (G2C)
Who may avail:	Any person who wish to bury their dead loved ones in the municipality, transfer the cadaver/remains to the other municipalities.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Burial Permit and Transfer of Cadaver Death Certificate Official Receipt	Municipal Civil Registrar Office Municipal Treasury Office
For Transfer of Skeletal Remains: RHU Physician Certification Official Receipt	Municipal Health Office Municipal Treasury Office

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the needed requirements for evaluation	1.Receive and review the Certificates as to the completeness including signatures, payments and other requirements	Burial Permit P 50.00	2 minutes	Arianne Barlolong <i>Administrative Aide</i> Mayor's Office
2.Wait for the Permit	2.Preparation of the Permit		2 minutes	Arianne Barlolong <i>Administrative Aide</i> Mayor's Office
3.Receive the Permit	3.Release the Permit		1 minute	Arianne Barlolong <i>Administrative Aide</i> Mayor's Office

6.Issuance of Permit For Solicitation

Persons, corporations, clubs, organizations or associations who intend to solicit or receive contributions for charitable, public welfare shall secure a permit from the Office of the Municipal Mayor

Office or Division:	Office of the Municipal Mayor
Classification:	Simple Transaction
Type of Transaction:	Government to Citizens (G2C)
Who may avail:	Any person who intends to solicit or receive contributions for charitable, public welfare
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Indigency	Barangay Hall

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the needed requirements for evaluation	1. Receive and review the Certificate as to the completeness including signatures	None	2 minutes	Arianne Barlolong <i>Administrative Aide</i> Mayor's Office
2. Wait for the Permit	2. Preparation of the Permit		2 minutes	Arianne Barlolong <i>Administrative Aide</i> Mayor's Office
3. Receive the Permit	3. Release the Permit		1 minute	Arianne Barlolong <i>Administrative Aide</i> Mayor's Office

7. Signing Of Oath Of Office, Treasury Bonds And Assets And Liabilities

Members of the barangay council, teachers and municipal employees need to take their oath before they can officially assume into office or commence their duty. The Punong Barangays, Barangay Treasurer and personnel under the Municipal Treasurer's Office shall first secure a treasury bond to be presented to the Authorized Banking Institution. Further, all the afore-cited office/government employees are under obligation to execute their yearly assets and liabilities.

Office or Division:	Office of the Municipal Mayor
Classification:	Simple Transaction
Type of Transaction:	Government to Citizens (G2C)
Who may avail:	Members of the barangay council, teachers and municipal employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Signing of Oath of Office Community Tax Certificate	Municipal Treasury Office
For Treasury Bond and Certification Community Tax Certificate 2 Pieces passport size picture Statement of Assets and Liabilities	Municipal Treasury Office Clients Clients
For Statement of Assets and Liabilities Duly Accomplish form Community Tax Certificate	Clients Municipal Treasury Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the duly accomplish form and the corresponding requirements to the designated personnel under the Office of the Mayor	1.Receive and review the Certificates as to the completeness including signatures and other requirements	None	4 minutes	Arianne Barlolong <i>Administrative Aide</i> Mayor's Office
2.Wait for the Document	2.For Certification- the designated personnel will prepare the Certification, OATH, SALN		3 minutes	Arianne Barlolong <i>Administrative Aide</i> Mayor's Office
3.Release of the Treasury Bond, certification, statement of assets and liabilities and oath of office	3.Release the Certificate, Oath of Office, SALN		3 minutes	Arianne Barlolong <i>Administrative Aide</i> Mayor's Office

8.Issuance Of Certificate Of Incumbency

A certificate of Incumbency is required of Barangay and SK officials when claiming for benefits (e.g. death, civil service and educational) from the government, secure loans and apply for travel. Punong Barangays and Barangay Treasurer are likewise required of this certification when applying for a treasury bond.

Office or Division:	Office of the Municipal Mayor
Classification:	Simple Transaction
Type of Transaction:	Government to Citizens (G2C)
Who may avail:	Barangay and SK Officials
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Oath of Office	Clients

Community Tax Certificate		Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit written or verbal request including all the requirements	1.Receive and review the Certificates as to the completeness including signatures and other requirements	None	4 minutes	Arianne Barlolong <i>Administrative Aide</i> Mayor's Office
2.Wait for the Certificate	2.Prepare the Certificate		3 minutes	Arianne Barlolong <i>Administrative Aide</i> Mayor's Office
3.Receive the certificate	3.Release the Certificate		3 minutes	Arianne Barlolong <i>Administrative Aide</i> Mayor's Office

9. Granting of Public Customer Assistance

Municipal Residents and other clients may request the Municipal Mayor for referrals, recommendation, endorsements or communications for any of the following:

1. Medical Assistance
2. Job Recommendation
3. Endorsement to transfer-for Manaoaguenos in government service who are currently posted in other municipalities or provinces and would like to be transferred.
4. Promissory letters for accounts due/hospital bill

Office or Division:	Office of the Municipal Mayor
Classification:	Simple Transaction
Type of Transaction:	Government to Citizens (G2C)
Who may avail:	Residents of Manaoag
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Medical Assistance Medical prescription Clinical diagnosis or doctor's referral	Physician Physician

For Endorsement for Transfer Letter of Request for transfer stating the reason for the request Certified Service Record, if available		Clients Employer		
For Job Recommendations Complete Bio-Data or Curriculum Vitae Police Clearance Past employment records Other relevant documents		Clients PNP Clients Clients		
For Promissory Letters for Account Due/Hospital Bills Proof of Billing Any other proof of indebtedness		Hospital Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit written or verbal request including all the requirements	1.Receive and review the requirements as to the completeness	None	4 minutes	Arianne Barlolong <i>Administrative Aide</i> Mayor's Office
2.Wait for the document to be prepared	2.Prepare the document		3 minutes	Arianne Barlolong <i>Administrative Aide</i> Mayor's Office
3.Receive the document	3.Release the document		3 minutes	Arianne Barlolong <i>Administrative Aide</i> Mayor's Office

10. Provision of Free Medicines

Municipal Residents and other clients may avail of free medicines at the Municipal Pharmacy

Office or Division:	Office of the Municipal Mayor (Municipal Pharmacy)
Classification:	Simple Transaction
Type of Transaction:	Government to Citizens (G2C)
Who may avail:	Residents of Mandoag suffering from illnesses (should have prescription, if none, they should secure one by seeking free consultation at the Municipal Health Office)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Medical Assistance Prescription		Physician		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the prescription	1.Receive prescription and check if the medicine is available	None	3 minutes	Ma. Reina Sampaga Janice Sabalboro <i>Administrative Aide</i> Mayor's Office
2.Wait for the medicine	2.Release the medicine		2 minutes	Ma. Reina Sampaga Janice Sabalboro <i>Administrative Aide</i> Mayor's Office

