



Republic of the Philippines
 Province of Bohol
MUNICIPALITY OF LOON



VISION: *A socioeconomically developed town with empowered people who nurture their heritage and sustainably manage their resources through shared and service-oriented governance*

MISSION: *To create a socioeconomically developed environment through sustainable management of resources and enhancement of people's capabilities for inclusive growth*

CITIZEN'S CHARTER

OFFICE OF THE MAYOR

Frontline Service 1: ISSUANCE OF MAYOR'S PERMIT

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MAYOR'S OFFICE					
1	Express request	Interview client and write details of request	1 min	Assessment Form	None	R. Monreal	MO
2	Pay fee at MTO	Type details of application on Mayor's Permit Form	10 mins	Filled-out Mayor's Permit form	P50 to P100 depending on activity	MTO Collector	MTO
3	Present OR of payment	Accept OR and attach to filled-out Mayor's Permit form	1 min	Filled-out Mayor's Permit form, OR	None	R. Monreal	MO
4	Wait	Have the permit form signed by the Mayor and have it sealed by the official seal	1 min	Filled-out Mayor's Permit form, OR	None	M. Roslinda	MO
5	Accept approved Mayor's Permit	Present approved Mayor's Permit to client	2 mins	Approved Mayor's Permit, OR	None	M. Roslinda	MO

15 mins

Frontline Service 2: ISSUANCE OF MAYOR'S CERTIFICATION OR CLEARANCE

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MAYOR'S OFFICE					
1	Express request	Interview client and write details of request.	5 mins	barangay clearance, police clearance	None	R. Monreal A. Saligumba	MO MO
2	Pay fees at MTO	Encode and print text of certification or clearance	10 mins (ordinary time) 30 mins (peak period)	Certification fee	P30	MTO collector R. Monreal A. Saligumba	MTO MO MO
3	Present OR of payment	Accept OR and attach to printed copy of certification or clearance	1 min	Printed copy of certification or clearance, OR, attached documents	None	M. Roslinda	MO MO
4	Reply to Mayor's queries (only when called for)	Interview applicant then sign the certification	3 mins	Printed copy of certification or clearance, OR, attached documents	None	Mayor Relampagos	MO
5	Accept signed certification or clearance with attached documents	Present signed certification or clearance affixed with the municipal seal and also with attached documents to client	1 min	Signed certification or clearance with attached documents	None	J. Mejares	MO

20 mins

Frontline Service 3: APPROVAL OF BUSINESS PERMIT

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MAYOR'S OFFICE					
1	Present documents	Accept documents	1 min	Filled-out forms, other requisite documents, ORs	None	J. Mejares	MO
2	Wait	Review documents to verify compliance and then have it signed by the Mayor	1 min	Filled-out forms, other requisite documents, ORs	None	J. Mejares	MO
3	Accept approved business permit	Present approved Business Permit to client	1 min	Filled-out forms, other requisite documents, ORs	None	J. Mejares	MO

3 mins

Frontline Service 4: PROCESSING OF INCOMING COMMUNICATION

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MAYOR'S OFFICE					
1	Present communication to receiving staff	Interview client	1 min	None	None	M. Roslinda	MO
2	Wait	Stamp "Received" on original and duplicate copies of the communication, affix signature and current date on both copies	1 min	Stamp pad, ballpen	None	M. Roslinda	MO
3	Accept duplicate copy	Present duplicate copy to client. Give original copy of communication to addressee for appropriate action	2 mins	File folder	None	M. Roslinda	MO

4 mins

Frontline Service 5: ISSUANCE OF RECOMMENDATION OR INDORSEMENT

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MAYOR'S OFFICE					
1	Express request	Interview client and write details of request	2 mins	document for indorsement	None	A. Saligumba	MO
2	Answer the mayor's queries	The mayor interviews the client. Then he signs the certification afterwards.	5 mins	Document for indorsement	None	A. Saligumba	MO
5	Wait	Affix municipal seal on the recommendation or indorsement	30 sec	Signed recommendation or indorsement	None	J. Mejares	MO
6	Accept signed recommendation or indorsement	Present signed recommendation or indorsement to client	30 sec	Signed recommendation or indorsement, copy of document for indorsement	None	J. Mejares	MO

8 mins

Frontline Service 6: FINANCIAL ASSISTANCE FOR BARANGAY PROJECTS

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MAYOR'S OFFICE					
1	Express request	Interview client for details of request	1 min	Sangguniang Barangay resolution, POW if requested financial assistance is for infrastructure, Assessment Form	None	M. Roslinda	MO
2	Reply to Mayor's queries	Interview applicant	3 mins	Sangguniang Barangay resolution, POW, Assessment Form	None	M. Roslinda	MO
3	Wait	Refer to MBO for verification of availability of funds and earmarking	5 mins	Sangguniang Barangay resolution, POW if financial assistance is for infrastructure, Mayor's referral slip	None	M. Roslinda S. Castrojo	MO MBO
4	Wait	Prepare vouchers and necessary documents.	6 mins	Sangguniang Barangay resolution, POW if financial assistance is for infrastructure, Mayor's referral slip	None	SB Staff S. Castrojo R. Palma	SB MBO TO
5	Wait	Refer vouchers and necessary documents to OMA, MTO, and other concerned offices	15 mins	Vouchers and necessary documents, Sangguniang Barangay resolution, POW if financial assistance is for infrastructure	None	M. Roslinda	MO, OMA, MTO, other concerned offices
6	Wait	Sign vouchers and necessary documents	1 min	Filled-out vouchers and necessary documents, ballpen	None	Mayor Relampagos	MO
7	Accept signed document	Present signed document and attachments to client	1 min	Signed document; attachments	None	M. Roslinda	MO

32 mins

Frontline Service 7: “ALAGAD” SERVICES, LGU VEHICLES AND HEAVY EQUIPMENTS ASSISTANCE

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MAYOR'S OFFICE					
1	Express request, or present letter of request	Accept verbal request, or read written request	1 min	Verbal or written request	None	A. Guballa	MO
2	Answer interview questions	Fill out request form while interviewing client as regards date, time and place vehicle is needed	2 mins	Request form	None	A. Guballa	MO
3	Wait	Verify with ALAGAD , LGU VEHICLE AND HEAVY EQUIPMENT INCHARGE the availability of driver and vehicle	2 mins	None	None	A. Guballa	MO
5	Accept filled-out request form	Release filled-out request form	1 min	None	None	A. Guballa	MO
6	See ALAGAD driver and present to him the filled-out request form	Instruct driver to confirm accommodation of request	1 min	Filled-out request form	None	A. Guballa	MO

7mins

Frontline Service 8: REFERRAL OF PERSONS IN CRISIS SITUATIONS FOR FINANCIAL OR MEDICAL ASSISTANCE

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MAYOR'S OFFICE					
1	Express request	Interview client and write details of request	5 mins	case study report of MSWDO, certification from Barangay Chairman attesting to client's indigence	None	A. Guballa	MO
2	Wait	Mayor's referral to MSWDO	5 mins	none	None	Mayor Relampagos	MO
3	Proceed to the Office of the MSWD	Interview applicant	3 mins	Computer printout of referral document and attachments	None	M. Maquindang	MSWDO

13 mins

Frontline Service 9: PERMIT TO USE THE DISTRICT COVERED COURTS AND OTHER LGU FACILITIES

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MAYOR'S OFFICE					
1	Express intention to use the District Covered Courts and other LGU facilities	Interview client	5 mins	Letter-request	None	A. Guballa	MO
2	Pay fee at MTO	Instruct client to pay required fee	5 mins	User's/Permit fee	Depends on activity	MTO Staff A. Guballa	MO MTO
3	Present OR	Type Mayor's permit and have it signed by the Mayor	3 mins	OR	None	A. Guballa	MO
5	Accept signed Mayor's Permit	Present signed permit to client. Log activity schedule on record book	1 mins	Signed Mayor's Permit,		M. Roslinda	MO

14 mins

Frontline Service 10: SOLEMNIZATION OF MARRIAGE

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MAYOR'S OFFICE					
1	Express intention to get married in civil rites	Interview applicant (couple) and agree on the schedule subject to the availability of the Mayor	5 mins	Marriage license, filled-out but unsigned marriage certificate, CENOMAR and other documentary requirements, desired date of civil marriage	None	M. Roslinda	MO
2	Wait	Post schedule	1 min	none	None	M. Roslinda	MO
3	Report on scheduled date of civil marriage	Perform the rites of civil marriage	10 mins	Filled-out marriage certificate	None	Mayor Relampagos	MO
4	Listen	Instruct the married couple to submit immediately the signed marriage certificate to the Office of the MCR	1 min	None	None	Mayor Relampagos	MO

17 mins

For complaints, comments and suggestions please contact:

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