



**LOCAL
GOVERNMENT
UNIT OF
TANTANGAN
PROVINCE OF
SOUTH COTABATO**

CITIZEN'S CHARTER

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LGU
MISSION
AND
VISION

VISION

With the guidance of Divine Providence, Tantangan shall become fully-developed Agri-industrial component municipality of the province of South Cotabato with empowered and self-reliant citizenry living peacefully, productivity, and food sufficient in a disaster resilient community and ecologically balanced environment; enjoying equitable access to basic services and adequate infrastructure facilities, and actively participating in responsible local governance.

MISSION

To improve the general well-being of the people of Tantangan by providing equal employment opportunities generated under the context of sustainable Agri-industrial development; Increased profitability in agricultural endeavours; improved delivery of basic services; infrastructure facilities and utilities; maintenance of peace and order; linkage with civil society groups; rational population, and food security to all.

MESSAGE

Republic Act No. 11032, otherwise known as The Anti- Red Tape Act (ARTA), mandated the government agencies to improve efficiency in the delivery of services to the public by reducing bureaucratic red tape and preventing graft and corruption.

The Local Government Unit of Tandingan enjoins the State in the promotion of integrity, accountability, proper management of public affairs and public property as well as the establishment of effective practices aimed at the prevention of graft and corruption in the government.

Further, we commit for effective and efficient delivery of public services to our valued clients guided by the principle, “Serbisyon May Puso for God and for Tandingan para sa isang Naraniag nga Tandingan” and INCLUSIVITY, not only on growth and development but also on taking the responsibility and obligation to share solutions to problems, issues and concerns. Kasama Lahat, Para sa Lahat.



TIMEE JOY G. TORRES- GONZALES
Municipal Mayor

PERFORMANCE PLEDGE

We, the officials and employee of the Local Government Unit of Tantaran, South Cotabato, pledge and commit to deliver quality public service as promised in this Municipal Government of Tantaran Citizen's Charter.

We, promise to:

Serve you promptly, efficiently, with integrity and utmost courtesy, from 8:00am to 5:00pm without noon break;

Unselfishly provide you with adequate and accurate information or guide you to other who can help you;

Respond to your inquiries professionally with transparency and accountability.

INTERNAL SERVICES

ISSUANCE OF TRAVEL ORDER

This document is being issued to official or employee at least a week before travel inside and outside the Philippines on official business or for personal reasons.

Office or Division:	MAYOR'S OFFICE- ADMIN SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2E – GOVERNMENT TO EMPLOYEE			
Who may avail:	ALL DEPARTMENT HEADS AND MUNICIPAL EMPLOYEES			
Checklist of Requirements		Where to Secure		
- Letter request Address to the Local Chief Executive - Invitation 1 original copy - Itinerary of Travel contain the detailed breakdown of day-to-day schedule and activities - Office Order/ Memo directing the employee to attend the event or conduct official business - Duly Accomplished Leave Form for personal travel abroad		Mayor's Office - Admin Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) original request and the required documents for initial assessment and verification	1.1. Receive the letter request together with the requirements and check for its completeness	None	15 minutes	Ms. Kristine D. Dangle – Administrative Staff
	1.2. Forward to the LCE for action		1 day and 20 minutes	Municipal Mayor
	1.3. Prepare the Authority to Travel for signing of the LCE			
2. Receive the approved Authority to Travel	2.Issue/Release (3) Three copies of the approved Authority to Travel	None	5 minutes	Ms. Tootsie C. Lagos - Executive Staff Mayor's Office
TOTAL:		NONE	1 day and 45 minutes	

1 day and 45 minutes - Subject to time availability of the signatory due to scheduled/emergency meeting/s and/or immediate notices.

RECEIVING AND ACTING ON INVITATIONS TO TRAININGS /SEMINARS /FORUM /ORIENTATION /CONFERENCES AND THE LIKE.

Government Agencies and other accredited Training Organizations/Associations extend invitations to the LGU officials and personnel to attend offered Learning and Development Programs. The service is acted and facilitated as prescribed below.

Office/Division:	OFFICE OF THE MUNICIPAL MAYOR - ADMINISTRATIVE SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C – GOVERNMENT TO CITIZEN, G2B – GOVERNMENT TO BUSINESS, G2G – GOVERNMENT TO GOVERNMENT			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Two (2) copies of official communication to be delivered.			Source of the communication.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit communication to the Office of the Municipal Mayor - Administrative Section. Received file copy.	1.1 Receive the communication and check for the completeness of the details.	None	10 minutes	Ms. Kristine D. Dangle – Administrative Staff
	1.2 Record the communication to the e-logger, print and attach Routing Slip, forward to the Administrative Assistant for initial action	None	10 minutes	Ms. Kristine D. Dangle – Administrative Staff
	1.3 The Municipal Mayor shall act on the invitation and return to the Administrative Section.		1 day	Ms. May Grace P. Lingas – LDRMO III/Executive Asst., on Administrative Matter Designate
	- Forward to the Municipal Mayor for signature	None	10 minutes	Municipal Mayor
	- Reproduce and deliver Routing Slip to the HRMO Office.	None	1 hour	Ms. Tootsie C. Lagos - Executive Staff Mayor's Office
	1.4 Kept file of the proof of delivery.	None	10 minutes	Ms. Melody B. Lagon – Administrative Staff
TOTAL:		None	1 day, 5 hours, and 55 minutes	

1 day, 5 hours and 55 minutes - Subject to time availability of the signatory due to scheduled/emergency meeting/s and/or immediate notices.

REQUESTS FOR THE USE OF GOVERNMENT VEHICLES SUCH AS VAN, HEAVY EQUIPMENT AND THE LIKE.

The service intends to accommodate requests from various organizations/ association/ groups/ private entities requesting to use the government vehicles and Heavy Equipment for valid purposes.

Office/Division:	OFFICE OF THE MUNICIPAL MAYOR - ADMINISTRATIVE SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C – GOVERNMENT TO CITIZEN, G2B – GOVERNMENT TO BUSINESS, G2G – GOVERNMENT TO GOVERNMENT			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Two copies of written requests. 2. Once granted, the requesting party shall shoulder the fuel of the vehicle and corresponding rentals/fees based on the approved LGU Revenue Code.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit the request to the Office of the Municipal Mayor - Administrative Section. Received the file copy.	1.1 Receive the request and check the completeness of the details.	None	10 minutes	Ms. Melody B. Lagon – Administrative Staff
	1.2 Record the requests to the e-logger, print and attach Action Slip, forward to the Administrative Section	None	10 minutes	Ms. Tootsie C. Lagos - Executive Staff Mayor's Office
	Initial and to the Municipal Mayor for action.			

	1.3 The Municipal Mayor shall act on the invitation and return to the Administrative Section. For Van: Prepare routing slip for the Municipal Administrator and facilitate the signature of the Municipal Mayor. For Heavy Equipment Prepare Routing Slip for MEO or MENRO and facilitate the signature of the Municipal Mayor	None	1 day	Municipal Mayor
	3.2 Reproduce and deliver Routing Slip to concerned office.	None	5 hours	Ms. Melody B. Lagon – Administrative Staff
	3.3 Kept file of the proof of delivery.	None	10 minutes	Ms. Tootsie C. Lagos - Executive Staff Mayor's Office
	TOTAL:	None	1 day, 5 hours, 30 minutes	

1 day, 5 hours and 30 minutes - Subject to time availability of the signatory due to scheduled/emergency meeting/s and/or immediate notices.

REQUEST ASSISTANCE TO VARIOUS ACTIVITIES SUCH AS SECURITY ASSISTANCE, MEDIC, TRAFFIC CONTROL AND RESCUE OPERATION AND THE LIKE

The service intends to give assistance to various activities held within the municipality. This is to ensure the safety and smoothness of the conduct of activities.

Office/Division:	OFFICE OF THE MUNICIPAL MAYOR - ADMINISTRATIVE SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C – GOVERNMENT TO CITIZEN, G2B – GOVERNMENT TO BUSINESS, G2G – GOVERNMENT TO GOVERNMENT			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Two (2) copies of written request.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit letter request to the Office of the Municipal Mayor - Administrative Section. Received file copy.	1.1 Receive the request and check for the completeness of the details.	None	10 minutes	Ms. Melody B. Lagon – Administrative Staff
	1.2. Record the communication to the e-logger, print and attach Routing Slip, forward to the Administrative Section for initial and to the Municipal Mayor for action.	None	15 minutes	Ms. Melody B. Lagon – Administrative Staff
	1.3 The Municipal Mayor shall act on the request and return to the Administrative Section.	None	1 day	Municipal Mayor
	1.4 Prepare and Print Routing Slip to concerned offices: • Security assistance - PNP • Medic – City Health Office • Traffic Control – TMU • Rescue operation – MDRRMO - Forward to the Municipal Mayor for signature.	None	10 minutes 5 minutes 4 hours	Ms. Tootsie C. Lagos - Executive Staff Mayor's Office MDRRMO Personnel Municipal Mayor
	1.4 Reproduce and Deliver signed Routing Slip to concerned office.	None	GSO will determine the time deliveries outside Municipal hall compound offices	GSO
	1.5. Kept file of the proof of delivery.	None	10 minutes	Ms. Tootsie C. Lagos - Executive Staff Mayor's Office
	TOTAL:	None	1 day, 4 hours, 50 minutes	

1 day, 4 hours and 50 minutes - Subject to time availability of the signatory due to scheduled/emergency meeting/s and/or immediate notices.

REQUEST FOR DATA/INFORMATION TO BE USED FOR RESEARCH STUDY

The service intends to cater requests for data /information needed for research studies of students and/or other associations/organizations for a valid purpose.

Office/Division:	OFFICE OF THE MUNICIPAL MAYOR - ADMINISTRATIVE SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C – GOVERNMENT TO CITIZEN, G2B – GOVERNMENT TO BUSINESS, G2G – GOVERNMENT TO GOVERNMENT			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Two (2) copies of written requests.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit letter request to the Office of the Municipal Mayor - Administrative Section. Received file copy.	1.1 Receive the request and check for the completeness of the details. <i>Advise clients to proceed to the Municipal Human Resource Management Office after the indicated processing time on this transaction for the next steps.</i>	None	20 minutes	Ms. Melody B. Lagon – Administrative Staff
	1. 2 Record the communication to the e-logger, print and attach Routing Slip, forward to the Administrative Section for initial and to the Municipal Mayor for action.	None	15 minutes	Ms. Tootsie C. Lagos - Executive Staff Mayor's Office Municipal Mayor
	1.3 The Municipal Mayor shall act on the request and return to the Administrative Section.	None	1 day	Municipal Mayor
	1.4 Prepare Routing Slip for the HRMO	None	3 hours	Ms. Tootsie C. Lagos - Executive Staff Mayor's Office
	1.5 Reproduce and deliver signed Routing Slip to the HRMO.	None	1 hour	Ms. Melody B. Lagon – Administrative Staff
	1.6 Kept file of the proof of delivery.	None	10 minutes	Ms. Tootsie C. Lagos - Executive Staff Mayor's Office
TOTAL:		None	1 day, 4 hours, 45 minutes	

1 day, 4 hours and 45 minutes - Subject to time availability of the signatory due to scheduled/emergency meeting/s and/or immediate notices.

ISSUANCE OF MEMORANDUM ORDERS TO HEADS OF OFFICES AND RANK & FILES EMPLOYEES

The service intends to facilitate the issuance of Memorandum Orders to LGU Heads of Offices and Rank & File Employees for travels and other official transactions.

Office/Division:		OFFICE OF THE MUNICIPAL MAYOR - ADMINISTRATIVE SECTION		
Classification:		SIMPLE		
Type of Transaction:		G2G – GOVERNMENT TO GOVERNMENT		
Who may avail:		LGU DEPARTMENT HEADS, OFFICIALS AND EMPLOYEES		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Request for Memorandum Order Form at least one (1) day prior to travel or activities.		LGU Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Approved Request for Memorandum Form to the Office of the Municipal Mayor Administrative Section.	1.1 Receive the request and check for the completeness of the details.	None	10 minutes	Ms. May Grace P. Lingas – LDRRMO III/Executive Asst., on Administrative Matter Designate
	1.2 - Prepare and Print Memorandum Order. Administrative Assistant for will give initial action	None	30 minutes	Ms. May Grace P. Lingas – LDRRMO III/Executive Asst., on Administrative Matter Designate
	- Forward to the Municipal Mayor for signature		1 day	Municipal Mayor
2. Receive Memorandum Order.	2.1 Release approved memorandum order	None	10 minutes	Ms. May Grace P. Lingas – LDRRMO III/Executive Asst., on Administrative Matter Designate
	2.2. Kept file of received copy.	None	10 minutes	Ms. May Grace P. Lingas – LDRRMO III/Executive Asst., on Administrative Matter Designate
TOTAL:		None	1 day, 1 hour	

1 day, 1 hour - Subject to time availability of the signatory due to scheduled/emergency meeting/s and/or immediate notices.

EXTERNAL SERVICES

MAYOR'S CLEARANCE

This division immediately responds to applicant of the said clearance for the following purposes; change of name, application for Filipino citizenship, passport or visa application, firearms permit application, employment scholarship (local and abroad) and other legal purposes.

Office or Division:	MAYOR'S OFFICE- ADMIN SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C – GOVERNMENT TO CITIZENS			
Who may avail:	ALL INDIVIDUALS ENGAGED IN ANY BUSINESS			
Checklist of Requirements		Where to Secure		
1. Community Tax Certificate 2. Police Clearance 3. Official Receipt 4. Barangay Clearance 5. Photocopy of ID		Municipal Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements	Receive documents and review the completeness of documents submitted	None	5 minutes	Rowel P. Emba – Executive Staff Mayor's Office
2. Wait while Mayor's Clearance is prepared and approved by Municipal Mayor	Prepare Mayor's Clearance for approval	None	5 minutes	Rowel P. Emba – Executive Staff Mayor's Office
3. Payment of necessary fees	Issue official receipt	Php 130.00	5 minutes	<i>Revenue Collector - MTO</i>
4. Release of Mayor's Clearance	Record the issuance of Mayor's Clearance	None	2 minutes	Rowel P. Emba – Executive Staff Mayor's Office
TOTAL:		Php 130.00	17 minutes	

17 minutes - Subject to time availability of the signatory due to scheduled/emergency meeting/s and/or immediate notices.

ISSUANCE/SECURING SPECIAL PERMIT ON COCKFIGHTING

Issued to applicants who wished to hold cockfighting.

Office or Division:	MAYOR'S OFFICE - ADMINISTRATIVE/RECORDS SECTION
Classification:	SIMPLE

Type of Transaction:		G2B - GOVERNMENT TO BUSINESS		
Who may avail:		COCKFIGHTING SPORTS ARENA		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request (One (1) Original Copy) Documentary Stamp		Requesting Party		
2. Barangay Certification		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request	1. Receives, scan and assigns control number and forwarded to the executive assistant for review	None	7 minutes	Rowel P. Emba – Executive Staff Mayor's Office
2.Client pays the required fee at the Municipal Treasury Office	2.Issue Official Receipt after receipt of payment	Refer to the table below	5 minutes	Revenue Collector - MTO
3. Client returns to the Mayor's Office and present the Official Receipt (OR)	3.1 check the OR 3.2 Prepare the requested document 3.3 Advise the client to return the following day	None	1 day and 5 minutes	Rowel P. Emba – Executive Staff Mayor's Office
4.Receive the requested document	4.Release the sealed requested document with documentary stamp	None	3 minutes	Rowel P. Emba – Executive Staff Mayor's Office
TOTAL:		Refer to the table below	1 day and 20 minutes	

Matrix of Fees

Particular	Fees (in Peso)	Service Fee	Total
Cock Fight	200. 00 / day	Php460.00	Php 660.00
Special Cock Fight	200. 00 / day	Php460.00	Php 660.00

1 day and 20 minutes - Subject to time availability of the signatory due to scheduled/emergency meeting/s and/or immediate notices.

ISSUANCE/SECURING SPECIAL PERMIT FOR THE CONDUCT OF GROUP ACTIVITIES

Issued to applicants who wished to hold an activity/event within the municipality of not more than 24 hours.

Office or Division:	MAYOR'S OFFICE- ADMINISTRATIVE/RECORDS SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN; G2B – GOVERNMENT TO BUSINESS			
Who may avail:	ALL RESIDENTS; PRIVATE GROUP/ORGANIZATIONS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request (One (1) Original Copy) 2. Barangay Certification		Requesting party Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request	1.1 Receives, scanned and assigns control number	None	7 minutes	Rowel P. Emba – Executive Staff Mayor's Office
2. Client pays the required fee at the Municipal Treasury Office	2.1 Issue Official Receipt after receipt of payment	Refer to the table below	5 minutes	Revenue Collector - MTO
3. Client returns to the Mayor's Office and presents the Official Receipt (OR)	3.1 check the OR 3.2 Prepare the requested document 3.3 Advise the client to return the following day	None	1 day & 5 minutes	Rowel P. Emba – Executive Staff Mayor's Office
4. Receive the requested document	4. Release the sealed requested document	None	3 minutes	Ms. Tootsie C. Lagos – Executive Staff Mayor's Office
TOTAL:		Refer to the table below	1 day and 20 minutes	

Matrix of Fees

Particular	Fees (in Peso)	Service Fee	Total
Disco/ Benefic Dance	460.00	Php130.00	Php590.00

Motocross	460.00	Php130.00	Php590.00
Promotional Sale	10:00/ sq m	Php130.00	Payment may vary
Other Group Activities (including political campaigns)	1,000.00	Php130.00	Php1,130.00

1 day and 20 minutes - Subject to time availability of the signatory due to scheduled/emergency meeting/s and/or immediate notices.

**BUSINESS
PERMITS
AND
LICENSING
SECTION**

VISION

The Business Permits and Licensing Section (BPLS) of Tantaran, aims to provide quality public Service through the streamlined Electronic Business One Stop Shop (EBOSS) Program that ensure fast, efficient and quality services towards achieving a business-friendly Municipality.

MISSION

The Business Permits and Licensing Section (BPLS) of Tantaran, South Cotabato intent to provide excellent services through the implementation of Electronic Business One Stop Shop (EBOSS) Program and other innovative approaches to facilitate and enhance Municipality's Competitiveness as an investment haven.

MAYOR'S/BUSINESS PERMIT

Mayors/Business Permit is issued to any individual or corporation who will establish, operate, conduct and maintain their respective business within the municipality.

Office or Division:	MAYOR'S OFFICE – ADMIN SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C – GOVERNMENT TO CITIZENS			
Who may avail:	ALL INDIVIDUALS ENGAGED IN ANY BUSINESS			
Checklist of Requirements		Where to Secure		
FOR NEW BUSINESS 1. DTI/SEC/CDA Registration 2. Occupancy Permit 3. Sanitary Permit 4. Municipal Environment Certificate 5. Market Clearance (For Stall Holders) 6. Valid Fire Safety Inspection Certificate FOR BUSINESS RENEUWAL 1. Valid Fire Safety Inspection Certificate		Municipal Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File fully filled up unified form with complete requirements for encoding and verification.	1. Receive documents and review the completeness/veracity of documents submitted	None	30 minutes	BPLO Staff
2. One time assessment of taxes, fees and charges one time payment	2. Prepare Business Permit for approval	None	40 minutes	Revenue Collector- MTO
3. Release of Mayor's /Business Permit and other regulatory permits and clearances.	3. Issue Official Receipt	None	15 minutes	BPLO Staff
TOTAL		1 Hour and 25 Minutes		

1 hour and 25 minutes - Subject to time availability of the signatory due to scheduled/emergency meeting/s and/or immediate notices.

AVAILING CERTIFICATION

Certification is issued to client upon request for any legal purpose.

Office or Division:	MAYOR'S OFFICE – ADMIN SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C – GOVERNMENT TO CITIZENS			
Who may avail:	ALL INDIVIDUALS ENGAGED IN ANY BUSINESS			
Checklist of Requirements		Where to Secure		
1. Letter request or verbal 2. Official Receipt 3. Other documents (depend on the purpose)		Municipal Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to visitor's log book	1. Receive documents and review the completeness/veracity of documents submitted	None	2 minutes	BPLO Staff
2. Present letter request and other requirements during interview	2. Prepare Business Permit for approval	None	2 minutes	BPLO Staff
3. Pay the necessary fees	3. Issue Official Receipt	100.00	5 minutes	Revenue Collector - MTO
4. Release of Certification	4. Provide three copies signed by Mayor	30.00	2 minutes	BPLO Staff
TOTAL		Php. 130. 00	11 minutes	

11 minutes - Subject to time availability of the signatory due to scheduled/emergency meeting/s and/or immediate notices.

Issuance of Job Recommendations/Endorsements.

Document being requested by clients seeking employment or a requirement by other agencies/entities.

Office or Division:	MAYOR'S OFFICE – ADMIN SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN			
Who may avail:	ALL RESIDENTS OF TANTANGAN			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		

Barangay Certification of Residency (One (1) Original Copy)		Barangay concerned		
Police Clearance (One (1) Original Copy)		Tantangan Municipal Police Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.1 Assess/Review the documents	None	5 minutes	Ms. May Grace P. Lingas – LDRRMO III/Executive Asst., on Administrative Matter Designate
2. Client pays required fees at the Municipal Treasury Office	2.1 Accept payment and issue Official Receipt	Secretary's Fee-Php 130.00	5 minutes	Revenue Collection - MTO
3. Client returns to the Mayor's Office and present the Official Receipt (OR)	3.1 check the OR 3.2 Prepares the three (3) original copies of the requested documents 3.3 Advise the client to return the following day	None	1 day & 5 minutes	Ms. May Grace P. Lingas – LDRRMO III/Executive Asst., on Administrative Matter Designate
4. Client receives the requested document	4. Released the sealed requested document	None	3 minutes	Ms. May Grace P. Lingas – LDRRMO III/Executive Asst., on Ms. May Grace P. Lingas – LDRRMO
TOTAL:		Php 130.00	1 day and 18 minutes	

1 day and 18 minutes - Subject to time availability of the signatory due to scheduled/emergency meeting/s and/or immediate notices.

CERTIFIED TRUE COPY

True Copy is issued to client upon request for any legal purpose.

Office or Division:	MAYOR'S OFFICE – ADMIN SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C – GOVERNMENT TO CITIZENS			
Who may avail:	ALL INDIVIDUALS ENGAGED IN ANY BUSINESS			
Checklist of Requirements		Where to Secure		
1. Letter request or verbal 2. Official Receipt		Municipal Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to visitor's logbook	1. Personal Information of client	None	5 minutes	Ms. Melody B. Lagon – Administrative Staff
2. Present letter request or verbal during interview	2. Review the letter request	None	5 minutes	Ms. Kristine D. Dangle – Administrative Staff
4. Release of Certified True copy	4. Release of Certified True copy signed by the Mayor	None	2 minutes	Ms. Melody B. Lagon – Administrative Staff
TOTAL:		None	17 minutes	

17 minutes - Subject to time availability of the signatory due to scheduled/emergency meeting/s and/or immediate notices.

Issuance of Certificate of Posting

Document being requested by clients attesting the posting of documents at the municipality's posting area.

Office or Division:	MAYOR'S OFFICE ADMIN SECTION	
Classification:	SIMPLE	
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN; G2B - GOVERNMENT TO BUSINESS G2G - GOVERNMENT TO GOVERNMENT	
Who may avail:	ALL	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter request stating its purpose (2 Original copies)		Requesting party

Document to be posted duly received by the Office of the Municipal Mayor (1 Original and 1 photocopy)		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and required documents	1.1 Assess/Review the documents	None	5 minutes	Ms. Kristine D. Dangle – Administrative Staff
2. Client return to the Mayor's Office and present the Official Receipt (OR)	3.1 Check the OR 3.2 Prepare the certificate of posting 3.3 Advise the client to return the following day	None	1 day & 5 minutes	Ms. Tootsie C. Lagos – Executive Staff Mayor's Office
4. Client receives the document	4. Release the sealed requested document	None	3 Minutes	Ms. Tootsie C. Lagos – Executive Staff Mayor's Office
TOTAL:		None	1 day and 18 minutes	

1 day and 18 minutes - Subject to time availability of the signatory due to scheduled/emergency meeting/s and/or immediate notices.

TECHNICAL SERVICES

- Request for Authority to Enter into MOA
- Request for Resolution, Certification, Recommendation, Memorandum, Commendation and Executive Order

Office or Division:	MAYOR'S OFFICE – ADMIN SECTION			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All			
Checklist of Requirements		Where to Secure		
• Intent/Request Letter/Filled-out Routing Slip		Mayor's Office Admin Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit the Requirements	Receive the documents, Counter Check and to Admin Officer	None	3 minutes	Ms. Kristine D. Dangle – Administrative Staff
	Log/Record the transaction	None	3 minutes	Ms. Melody B. Lagon – Administrative Staff
	Review and evaluate for the approval of request document	None	3 minutes	Ms. May Grace P. Lingas – LDRRMO III/Executive Asst., on Administrative Matter Designate
	Counter check for review and connection	None	5 minutes	Municipal Mayor
	Endorse document to LCE for approval and signing	None	10 minutes	Ms. May Grace P. Lingas – LDRRMO III/Executive Asst., on Administrative Matter Designate
	Log and Released the document	None	3 minutes	Ms. Kristine D. Dangle – Administrative Staff
TOTAL:		NONE	34 minutes	

34 minutes - Subject to time availability of the signatory due to scheduled/emergency meeting/s and/or immediate notices.

RESOURCE OUTSOURCING

- Facilitate Special Education Fund (SEF), Gender and Development (GAD)/Program/Activities

Office or Division:	MAYOR'S OFFICE – ADMIN SECTION	
Classification:	COMPLEX	
Type of Transaction:	G2C – GOVERNMENT TO CITIZENS	
Who may avail:	ALL SCHOOL AND GAD IMPLEMENTERS	
Checklist of Requirements		Where to Secure
- Certificate of Fund Availability (for SMS) - GAD AD SEF Resolution - Activity Design/ Proposal - Purchase Request with BAC Certification - OBR (<i>Should be signed by Program Focal person</i>) - APP and PPMP		Mayor's Office Admin Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the documents needed	Receive the documents and counter check	None	3 minutes	Ms. Kristine D. Dangle – Administrative Staff
	Log/Record the transaction	None	3 minutes	Ms. Melody B. Lagon – Administrative Staff
	Review for approval of PPA and OBR signature	None	3 minutes	Ms. Irish Mae D. Tamayo – Assistant Statistician Mayor's Office
	Provide instruction to follow up/track documents under pre-procurement process	None	3 minutes	Ms. Irish Mae D. Tamayo – Assistant Statistician Mayor's Office
	Log and Release the documents for obligation request	None	3 minutes	Ms. Kristine D. Dangle – Administrative Staff
TOTAL:		None	15 minutes	

15 minutes - Subject to time availability of the signatory due to scheduled/emergency meeting/s and/or immediate notices.

FINANCIAL ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION (AICS) SERVICES

- Assisted clients with financial assistance under DSWD's Assistance to Individual in Crisis Situation program
- Situation to be catered; burial, billings, medicine, solicitation, and special cases.

Office or Division:	MAYOR'S OFFICE – ADMIN SECTION
Classification:	SIMPLE
Type of Transaction:	G2C – GOVERNMENT TO CITIZENS
Who may avail:	ALL CLIENTS INDIVIDUAL IN CRISIS SITUATION
Checklist of Requirements	
Where to Secure	

1. Burial - Certificate of Indigency from Barangay 1 photo copy of death certificate - Photo copy of any valid ID 2. Billing - Certificate of Indigency from Barangay 1 photo copy of billing signed and certified by the attending Physician - Photo copy of any valid ID 3. Medicine - Certificate of Indigency from Barangay 1 photo copy of receipt signed and certified by the attending Physician - Photo copy of any valid ID		Mayor's office Admin Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Requirements	Receive the documents, counter check and forward to Admin Officer	None	3 minutes	Mr. Brahim S. Gunina- Administrative Staff Mayor's Office
	Log/Record the transaction	None	2 minutes	Mr. Brahim S. Gunina- Administrative Staff Mayor's Office
	Forward the Documents to review and evaluate	None	3 minutes	Mr. Jeson S. Sotelo- Executive Staff Mayor's Office
	Forward the documents to the MSWDO for counter check and review	None	10 minutes	Ms. Melanie L. Abueva, RSW – MSWDO Officer
	Log and Released the financial assistance	None	3 minutes	Mr. Jeson S. Sotelo- Executive Staff Mayor's Office
TOTAL:		NONE	21 minutes	

AVAILING OF ARAL DUNONG AT AMBISYON AY LINANGIN (ADAL) SCHOLARSHIP

ORDINANCE NO. 84, SERIES OF 2019 AN ORDINANCE INSTITUTIONALIZING THE LOCAL GOVERNMENT UNIT OF TANTANGAN EDUCATION PROGRAM DUBBED AS ARAL, DUNONG AT AMBISYON AY LINANGIN (ADAL) AND APPROPRIATING FUNDS THEREOF IN THE MUNICIPALITY OF TANTANGAN SOUTH COTABATO.

Office or Division:	MAYOR'S OFFICE- ADMIN SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C – GOVERNMENT TO CITIZENS			
Who may avail:	ALL COLLEGE STUDENTS IN ANY INSTITUTION			
Checklist of Requirements		Where to Secure		
- Barangay Certification to avail ADAL Program - Biodata with 2x2 ID picture - Cedula both parents and student applicant - Certificate of enrollment or enrollment form - Grade 12 student card for incoming first year - Final grades for second semester for college students - Memorandum of Agreement between parents, student applicant and the LCE		Public Employment Service Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary requirements	Receive documents and review the completeness/veracity of documents submitted	None	5 Minutes	Ms. Sheryl Joy A. Banedicto – Executive Staff
2. Wait for the result and approval of screening committee	Review and screen all documents submitted and wait for approval	None	3 Minutes	Ms. Irish Mae D. Tamayo – Assistant Statistician/ADAL Focal
3. Preparation of necessary documents for payroll	Prepare the payroll with complete documents	None	5 Minutes	Ms. Irish Mae D. Tamayo – Assistant Statistician/ADAL Focal

4. Releasing of financial assistance	Record the releasing of financial assistance	None	3-4 Minutes	Ms. Pearl Dianne O. Alvarez – PESO Encoder
TOTAL		None	17 Minutes	

Application for Special Program for the Employment of Students (SPES)

The SPES, is an employment-bridging program intended to help the poor but deserving students, out-of-school youth (OSY) and dependents of displaced or would-be displaced workers to continue and finish their education during summer and/or Christmas vacations.

Office or Division:	MAYOR'S OFFICE- PUBLIC EMPLOYMENT SERVICE OFFICE (PESO)			
Classification:	COMPLEX			
Type of Transaction:	G2C – GOVERNMENT TO CITIZEN			
Who may avail:	HIGH SCHOOLS, COLLEGE STUDENTS AND OUT-OF-SCHOOL YOUTH (OSY)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of passing grades from previous semester		School where the applicant enrolled		
2. Passport size ID picture		Applicant		
3. 1 Copy original Certificate of Live Birth/ Baptismal Certificate		Applicant		
4. Copies Original Copy of Certificate of Low Income from the Barangay where the beneficiary resides or Certificate of Indigence issued by the Social Welfare & Development Office of the LGU.		Barangay where the applicant resides/MSWD in the LGU		
5. Copies Contract of Employment		Mayor's Office-PESO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in the client logbook	1. Assist client	None	2 minutes	Ms. Pearl Dianne O. Alvarez – PESO Encoder
2. Fill-up SPES application form 2 and submit to PESO Staff	2. Receive and review filled-up SPES application form	None	10 minutes	Ms. Sheryl Joy A. Banedicto – Executive Staff
3. Wait for further notice of screening / examination	3. Inform applicants of the scheduled	None	5 days (after last day of submission)	Ms. Shirley Q. Casuga – Executive Staff

	screening or examination			
4. Attend scheduled screening /examination	4. Facilitate the screening /examination	None	4 hours	Ms. Irish Mae D. Tamayo – Assistant Statistician/SPES Focal
5. Check posted list of qualified applicants/students	5. Post list of qualified SPES beneficiaries	None	1 hour	Ms. Irish Mae D. Tamayo – Assistant Statistician/SPES Focal
Check at the PESO bulletin board/ FB Page				
6. Prepare and submit needed documents upon receipt of notice to start work	6. Inform applicant passers to complete requirements and review all submitted documents	None	15 minutes	Ms. Irish Mae D. Tamayo – Assistant Statistician/SPES Focal
7. Receive notice and attend scheduled orientation by the PESO	7. Inform schedule of orientation of SPES beneficiaries and facilitate the orientation prior to the start of their work	None	3 hours	Ms. Irish Mae D. Tamayo – Assistant Statistician/SPES Focal
TOTAL:		None	5 days 8 hours and 27 minutes	

SUPPORT TO EDUCATION PROGRAM

- AUGMENTATION FOR LOCAL SCHOOL BOARD –PAID TEACHERS

Office or Division:	MAYOR'S OFFICE- ADMIN SECTION	
Classification:	HIGHLY TECHNICAL	
Type of Transaction:	G2C – GOVERNMENT TO CITIZENS	
Who may avail:	ALL PUBLIC AND PRIVATE SCHOOL/APPLICANTS	
Checklist of Requirements		Where to Secure
Request letter from school in need with DepEd SF4 And SF7 forms		

- Application Letter (Address to LCE) with pertinent documents (TOR, PDS, Photocopy of PRC Certification/ ID FOR LET passer, cedula, voter's certification and passport size ID (2 pcs) 1 Brown Folder (long)		Mayor's Office - Admin Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request/application letter with DepEd SF4 and SF7 forms	Receive the application and counter check	None	2 minutes	Ms. Sheryl Joy A. Benedicto – Executive Staff
	Log/Record the transactions	None	3 minutes	Ms. Shirley Q. Casuga – Executive Staff
	Evaluate crucial resources/teachers need analysis	None	3 minutes	Ms. Irish Mae D. Tamayo – Assistant Statistician/SPES Focal
	Conduct interview for assessment	None	3 minutes	Ms. Irish Mae D. Tamayo – Assistant Statistician/SPES Focal
	Refer to LCE for approval if request is valid	None	3 minutes	Ms. Irish Mae D. Tamayo – Assistant Statistician/SPES Focal
2. Fill up forms (Oath of Office and SALN) if the request /application approved	Provide instructions in filling the forms	None	3 minutes	Ms. Irish Mae D. Tamayo – Assistant Statistician/SPES Focal
3. Submit the Official Receipt to Admin Section and wait for final instruction for school assignment	Received and OR and attached to appointment for LCE signature	None	3 minutes	Ms. Pearl Dianne O. Alvarez – PESO Encoder
	Provide instruction and issuance of deployment order	None	5 minutes	Ms. Irish Mae D. Tamayo – Assistant Statistician/SPES Focal
TOTAL:		NONE	29 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Visit the Mayor's Office or upon your transaction at the said office, fill out and/or answer the client feedback form provided, and drop it at the designated drop box in front of the Mayor's Office. Contact us at this telephone no. 229-1166 or you may send at lgutantangan2022@gmail.com
How feedback is processed	Staff member or the designated individual from the Mayor's Office will open the drop box and review the feedback forms every Friday. Records and analyze all feedback submitted and categorized based on topics or issues to streamline the analysis, prioritization and response on the issue or concern submitted.
How to file a complaint	Ask the designated staff at the information desk of the Mayor's Office for a client complain form and write down your complaint, make sure to provide the following information: -Name of the person being complained -Date, time and place of the incident -Evidence Complaints can also be filed via telephone or email at this contact information's: 229-116 or lgutantangan2022@gmail.com
How complaints are processed	The designated staff from Mayor's Office opens the complaints drop box daily and evaluated each complaint Upon evaluation the designated staff from Mayor's Office shall start the investigation and call the attention of concern or involved individuals for further explanation The said staff will submit a report anchored to the result of the investigation to the Municipal Mayor for appropriate action. The designated staff will relay the result of the investigation to the client complaint.
Contact Information of Mayor's Office	For inquiries and further information clients may contact at this contact number: 229-1166 or lgutantangan2022@gmail.com

