

CITIZEN'S CHARTER



MATALAM, COTABATO

Calendar Year
2021

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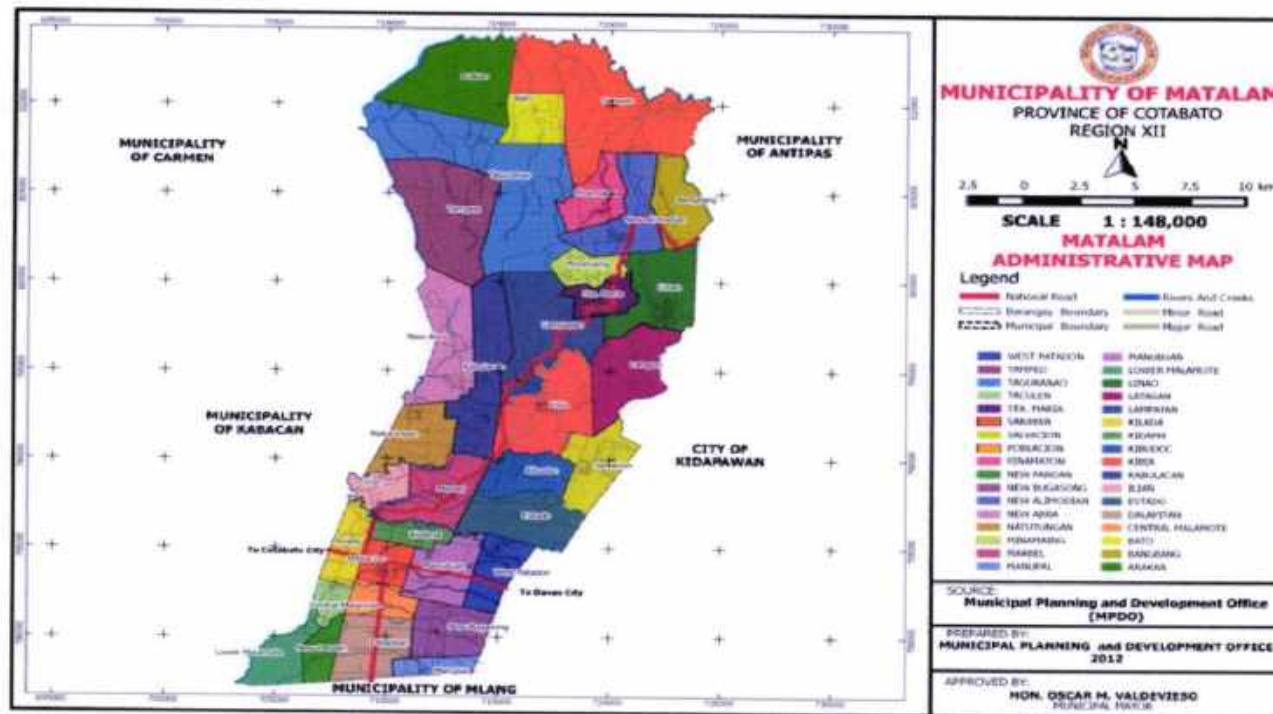
-OFFICE OF THE MUNICIPAL MAYOR
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-OFFICE OF THE MUNICIPAL CIVIL REGISTRAR
-OFFICE OF THE MUNICIPAL GENERAL SERVICES OFFICER
-OFFICE OF THE MUNICIPAL BUDGET OFFICER
-OFFICE OF THE MUNICIPAL ACCOUNTANT
-OFFICE OF THE MUNICIPAL TREASURER
-OFFICE OF THE MUNICIPAL ASSESSOR
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About MATALAM

Matalam was created as the 32nd municipality of the province of Cotabato on **December 29, 1961**. But at present, it is one of the seventeen (17) municipalities and 1 city in the Province of Cotabato.

- Income Class – **First Class**
- Number of Barangays – **34**
- Total Population – **79,361 (2015 census)**

It is a municipality with an **agricultural-based economy**; it has a Total Land Area of more or less **47,600 hectares**. Inhabited mostly by **Ilonggo, Ilocano, Maguindanaon** and **Cebuano**.

VISION

“With the aide of the Divine Providence, Matalam shall become a sustainable agro-industrial and commercial center with healthy and ecologically balanced environment, preserved cultural heritage, resilient to calamities, with proactive vigilant and empowered people living in a peaceful community.

MISSION

“Matalam endeavours to become a peaceful Municipality that promotes cultural heritage and economic stability, increases agricultural productivity, fosters ecologically balanced environment and provides quality basic services for the benefit of its empowered constituents.”

HISTORICAL BACKGROUND/BRIEF HISTORY MUNICIPALITY OF MATALAM

The municipality of Matalam, before its creation into a regular municipality was just a mere sitio of the present Barangay Kilada, which was formerly called "Crossing M'lang", in the district of Kabacan. Its strategic location that was supported by the desire of the people especially the civic and religious leaders, the National Government was petitioned through the Provincial Government under the leadership of the then Governor Datu Udtog Matalam of the empire province of Cotabato to make Matalam a separate municipality. The strong representation of the local leaders and the officials of the provincial government led to the signing and issuance of the Executive Order No. 461 by then President Carlos P. Garcia on December 29, 1961 creating Matalam as the 32nd Municipality of Cotabato Empire. This Municipality was named after the late illustrious father of the province, Hon. Governor Datu Matalam, in acknowledgement of his untiring efforts for the development and creation of the place.

The first appointed Mayor was Datu Agali Mamaluba with one Vice Mayor and six (6) councilors. The said set of officials served for a term of two (2) years. In 1963, the first election took place in the municipality with Edilberto V. Baldonado elected as Municipal Mayor with eight (8) Municipal Councilors and served up to December 1978 because in January 1979 when Martial Law was enforced, Mayor Baldonado was replaced by Mayor Agustin M. Valdevieso, the former secretary and served up to May 1986 when EDSA Revolution succeeded. The Mayor then was again replaced by OIC Mayor Deze O. Prado, from May 1986 – July 1988; but in the first election after EDSA that was in the year 1988, Mayor Agustin M. Valdevieso regained his position and served up to June 1994 and retires from politics thereafter.

In the beginning, the municipality has nineteen (19) barrios drawn out from the three (3) adjoining municipalities broken-down as follows: three (3) from M'lang; thirteen (13) from Kabacan; and three (3) from the municipality of Kidapawan with a total population of 13,000 all scattered throughout the barangays and sitios of the said towns; with the continuous influx of the settlers from other places it was increased to forty (40) barangays with a population of 38,993 in 1975. In 1981, one of its barangays, Antipas, was created as a regular municipality, wherein eight (8) of its barangays were withdrawn and became a part of that newly created municipality, Antipas. The remaining thirty two (32) barangays were increased to thirty four (34) barangays when Pinamaton and Tamped were created as regular barangays. Currently, Matalam has Thirty Four (34) regular barangays.

STRATEGIC DIRECTIONS:

- ✚ **Upgrading of socio-economic condition of the people to attain a sustainable economic opportunities.**
- ✚ **Accelerate commercial activities**
- ✚ **Attainment of sufficient food production**
- ✚ **Maintain a clean and peaceful environment in the area**
- ✚ **To harness development potential of constituents**
- ✚ **Attainment of higher literacy level and promote more functional education to the people in the area**
- ✚ **To uplift health condition of the people**
- ✚ **To incorporate climate change adaptation projects, programs and activities**
- ✚ **Provision of sufficient infrastructure projects that would benefit both frontliners and suspected COVID-19 patients.**

SPECIFIC OBJECTIVES:

- ✚ **To promote quality of life**
- ✚ **To achieve higher agricultural productivity**
- ✚ **To promote/maintain environmental sanitation**
- ✚ **To provide adequate farm to market roads**
- ✚ **To improve the health and nutrition status of the people**
- ✚ **To provide adequate supply of irrigation and potable water supply**
- ✚ **To promote tourism industry to be more functional and profitable in the areas of development**
- ✚ **To provide quality education and reduce illiteracy rate**
- ✚ **To provide adequate school facilities, supplies and materials**
- ✚ **To promote a climate change and COVID-19 resilient community and reduce disaster risk**

MESSAGE

RA 9485, otherwise known as the Anti Red Tape Act of 2007, took effect on September 5, 2008 following the issuance of the Implementing Rules & Regulations (IRR) by the Civil Service Commission. It provides that all government agencies including the local government units shall set up their respective service standards to be known as the CITIZEN'S CHARTER.

This act aims to promote efficiency and transparency in all transactions in the government with regard to the manner of transacting with the public. For this reason every office is required to simplify frontline service procedures and formulate services, it also seals this commitment between government and citizens.

The Anti Red Tape Act not only directs government to enhance and streamline its frontline services, it also seals this commitment between government and citizens.

It's high time for radical changes in the way we deliver public service. After all, our clientele, the Matalameños.....deserves the best.

Finally, I am very thankful to the concerned offices of this LGU who were able to formulate and disseminate this guidelines and information as our basis in delivering our frontline services to the people.

Mabuhay!


OSCAR M. VALDEVIESO
Municipal Mayor

INTRODUCTION

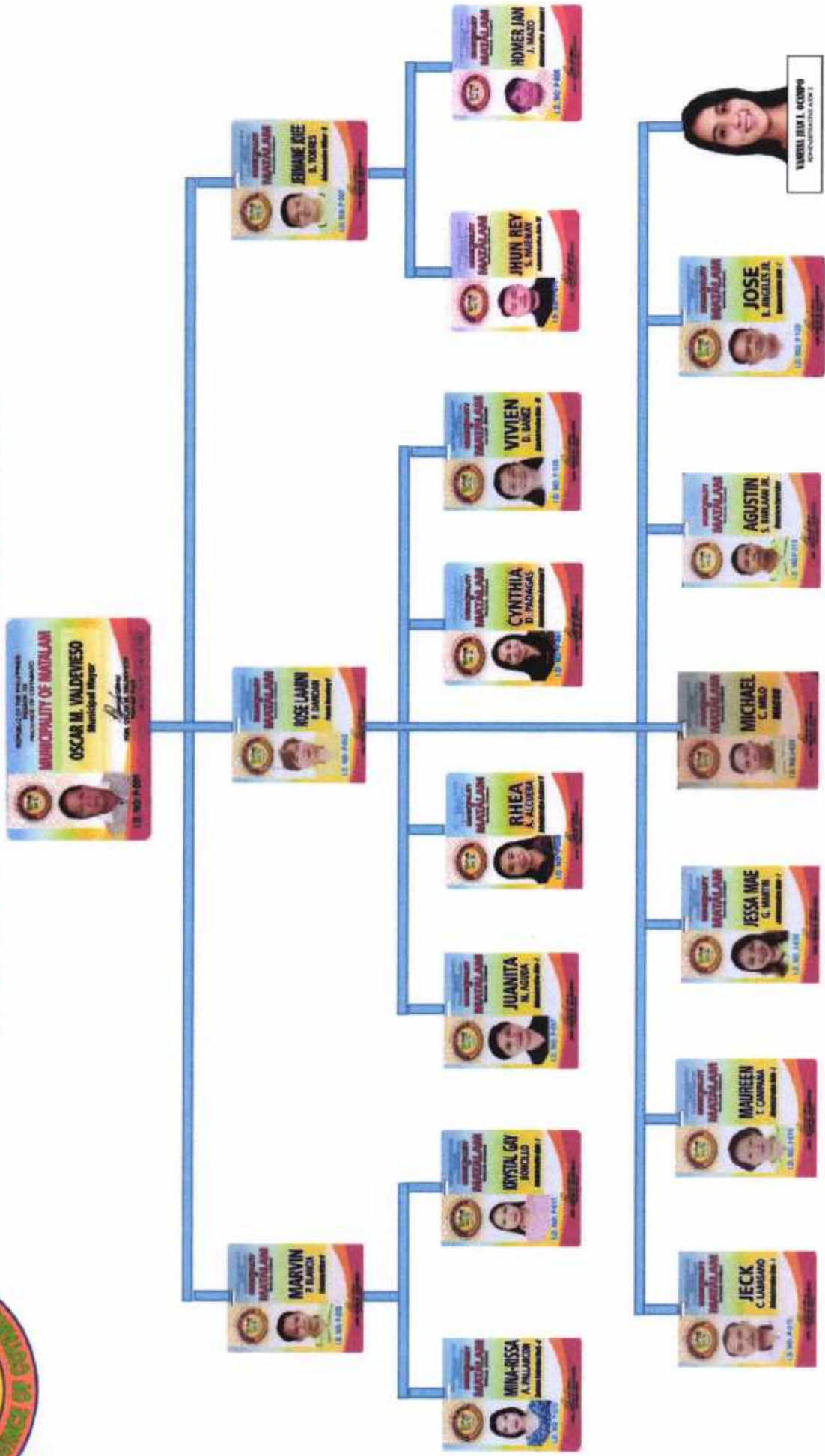
The Anti Red Tape Act of 2007 otherwise known as Republic Act No. 9485 is an act of which objective is to improve efficiency in the delivery of government service to the public by reducing bureaucratic red tape, preventing graft and corruption and providing penalties thereof.

This act shall apply to all government offices and all instrumentalities which include local government units and government owned and controlled corporations that provide frontline services to its clients.

All government offices which frontline services are mandated to simplify transactions with the public to reduce bureaucratic red tape. This procedures are found in the CITIZEN'S CHARTER which will be in the form of information billboards and published materials which contained procedures on how a certain transactions/services be obtained to finally satisfy customers/clients.

OFFICE OF THE MUNICIPAL MAYOR

ORGANIZATIONAL CHART



OFFICE OF THE MUNICIPAL MAYOR

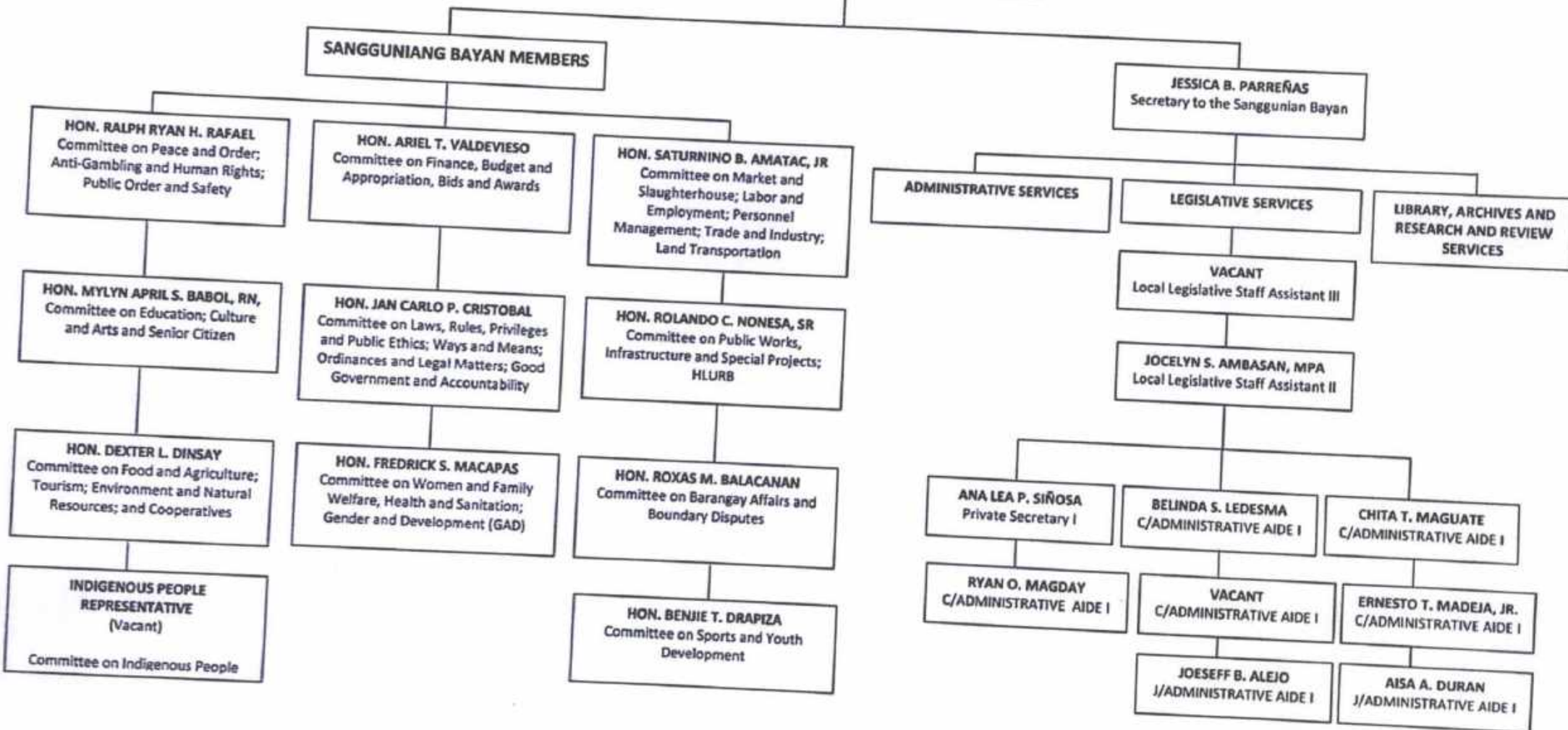
SERVICES	DURATION	REQUIREMENTS	FEES	PERSONS RESPONSIBLE	LOCATION
1. ISSUANCE OF BUSINESS PERMITS					
A. FOR NEW APPLICANT	30 MINS.	CTC, BRGY. CLEARANCE, 2X2 ID, DTI, SANITARY PERMIT, ZONING CLEARANCE, BLDG. PERMIT, LEASE CONTRACT, SOLID WASTE, FIRE CLEARANCE, PHILHEALTH CERT., BIR, AND O.R.		MARVIN P. BLANCIA Licensing Officer II	LICENSING OFFICE
B. FOR RENEWAL	30 MINS.	CTC, BRGY. CLEARANCE, 2X2 ID, DTI, SANITARY PERMIT, ZONING CLEARANCE, BLDG. PERMIT, LEASE CONTRACT, SOLID WASTE, FIRE CLEARANCE, PHILHEALTH CERT., BIR, AND O.R., AND PREVIOUS BUSINESS PERMIT		MINA-RISSA A. PALLARCON RCC II	
C. ISSUANCE OF SPECIAL PERMITS	15 MINS.	*REQUEST LETTER *SUPPORTING DOCUMENTS AS TO REQUESTED PERMIT *O.R. FROM THE TREASURER'S OFFICE			

OFFICE OF THE MUNICIPAL MAYOR

SERVICES	DURATION	REQUIREMENTS	FEES	PERSONS RESPONSIBLE	LOCATION
D. ISSUANCE OF CERTIFICATE FOR BUSINESS RETIREMENT	15 MINS.	*BARANGAY CERTIFICATION *O.R. FROM THE TREASURER'S OFFICE	P50.00	MARVIN P. BLANCIA Licensing Officer II MINA-RISSA A. PALLARCON RCC II	LICENSING OFFICE
2. ISSUANCE OF MAYOR'S CLEARANCE	10 MINS.	*BRGY. CLEARANCE *POLICE CLEARANCE *O.R. FROM THE TREASURER'S OFFICE *CEDULA *DOCUMENTARY STAMP (2 PCS.)	P50.00	CYNTHIA D. PADAGAS Administrative Assistant III	MAYOR'S OFFICE
3. ENDORSEMENT & RECOMMENDATIONS	15 MINS.	*REQUEST LETTER *PERTINENT SUPPORTING PAPERS AS TO REQUESTED DOCUMENT	NONE	ROSE LAARNI P. DANDAN PS II	MAYOR'S OFFICE
4. CERTIFICATIONS	10 MINS.	*O.R. (TREASURER'S OFFICE) *DOCUMENTARY STAMP (2 PCS.)	P50.00	JERMAINE JOIEE B. TORRES ADMIN OFFICER V ROSE LAARNI P. DANDAN PS II	HR OFFICE MAYOR'S OFFICE

CHERYL V. CATAMCO, RN
Municipal Vice Mayor/Presiding Officer

ORGANIZATIONAL CHART
Office of the Sangguniang Bayan
2019-2022



OFFICE OF THE SANGGUNIANG BAYAN

MS. JESSICA B. PARREÑAS	- Secretary to the Sangguniang Bayan
MS. JOCELYN S. AMBASAN	- LLSA-II
MS. ANA LEA P. SIÑOSA	- Pvt. Sec. - I /Co-terminous
MS. CHITA T. MAGUATE	- Admin. Aide -I
MS. BELINDA S. LEDESMA	- Admin. Aide -I
MS. SUSAN Y. TUSCANO	- Admin. Aide -I
MS. AISA DURAN	- Admin. Aide -I
MR. RYAN MAGDAY	- Admin. Aide -I

Services Offered:

* Receiving of Communications and Referrals for Legislative Action

- Request of Authority from the LCE for MOA and Purchases
- Municipal/Barangay Annual Budgets, Annual Investment Plan, Annual Investment Program and Annual Investment Plan
- Supplemental Budgets and Supplemental Investment Program/Plan
- Municipal and Barangay Ordinances/Resolutions and other Communications for Review and Approval by the Sanggunian

* Receiving of Administrative Complaint

* Issuances

- Operator's Franchise and Motorized Tricycle Operator's Permit
- Certificate of Accreditation
- Secretary's Certificate
- Certificate of Appearance

* Preparation of Voucher

PLEDGE OF COMMITMENT

The Office of the Sangguniang Bayan, Matalam, Cotabato and its employees do hereby pledge and commit to render quality public service to all our clients as promised in the Citizen's Charter of this Municipality, specifically, we will:

Serve with integrity and honesty

Work with commitment and dedication

Dispose our duties, functions and responsibilities with sincerity

Be firm and consistent in applying office policies, rules and regulations

Be transparent in every transaction made

Provide adequate and accurate information to the public

Show appropriate behavior and professionalism

Wear complete uniform and show identification at all times

Be prompt and always on time

Be available during office hours

Respond or act to complaints or requests immediately

Provide comfortable and conducive office environment

Be fair, just and humane to everyone

JESSICA B. PARREÑAS
SB SECRETARY

JOCELYN S. AMBASAN
LLSA-II

ANA LEA P. SIÑOSA
PRIVATE SECRETARY -1

CHITA T. MAGUATE
AA-I

BELINDA S. LEDESMA
AA-I

AISA DURAN
AA-1

SUSAN Y. TUSCANO
AA-I

RYAN MAGDAY
AA-I

Province of Cotabato
 Municipality of Matalam
**OFFICE OF THE MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR
 ORGANIZATIONAL CHART**



MUNICIPALITY OF MATALAM
 PROVINCE OF NORTH COTABATO
 REGION XII



2.5 0 2.5 5 7.5 10



SCALE 1:130,000 M

UTM 51 ZONE PROJECTION CLARKS 1866 LUZON DATUM

**MUNICIPAL MAP
 SHOWING THE BARANGAY**

LEGEND:

- | | | | |
|--|------------------|--|-------------------|
| | ARAKAN | | MANUPAL |
| | BANGBANG | | MARBEL |
| | BATO | | MINAMAING |
| | CENTRAL MALAMOTE | | NATUTUNGAN |
| | DALAPITAN | | NEW ABRA |
| | ESTADO | | NEW ALIMODIAN |
| | ILIAN | | NEW BUGASONG |
| | KABULACAN | | NEW PANDAN |
| | KIBIA | | PINAMATON |
| | KIBUDOC | | POBLACION SARAYAN |
| | KIDAPUA | | |
| | KILADA | | |
| | LAMP/LATAC | | |
| | LINAC | | |
| | LOWE | | |
| | MANU | | |
| | MINOI | | |
| | MAJOR | | |

MUNICIPALITY OF MATALAM
MUNICIPALITY OF MATALAM
 MATALAM, COTABATO

NOEL V. ESPINOSA
 NPDC

I.D. NO: P-037

HON. OSCAR M. VALDEVESO
 Municipal Mayor

MUNICIPALITY OF MATALAM
MUNICIPALITY OF MATALAM
 MATALAM, COTABATO

MARY GRACE B. VALDEVESO
 Engineering Assistant - I

I.D. NO: P-117

HON. OSCAR M. VALDEVESO
 Municipal Mayor

MUNICIPALITY OF MATALAM
MUNICIPALITY OF MATALAM
 MATALAM, COTABATO

NORCHEDA A. MATIAGAL
 Administrative Aide I

I.D. NO: J-082

HON. OSCAR M. VALDEVESO
 Municipal Mayor

REPUBLIC OF THE PHILIPPINES
 REGION XII
 PROVINCE OF COTABATO
MUNICIPALITY OF MATALAM

MARIEFE L. TAHUM
 Administrative Aide I

OSCAR M. VALDEVESO
 Municipal Mayor

MUNICIPALITY OF MATALAM
MUNICIPALITY OF MATALAM
 MATALAM, COTABATO

SAMUEL G. GANI
 Administrative Aide - I

I.D. NO: P-041

HON. OSCAR M. VALDEVESO
 Municipal Mayor

**FRONTLINE SERVICES FLOW CHART
OFFICE OF THE LOCAL CIVIL REGISTRAR
MATALAM, COTABATO**



OFFICE OF THE MUNICIPAL GENERAL SERVICES OFFICER

ORGANIZATIONAL CHART

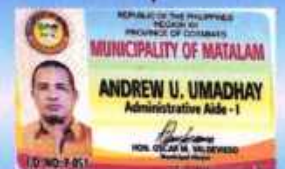


OIC-MGSO

AUDIT AND INVENTORY SECTION



JANITORIAL SERVICES



MATALAM MUNICIPAL BUDGET OFFICE

Head of Office:

SAMUEL F. FAELDONIA

SERVICES WE OFFER:

- 1. TECHNICAL REVIEW OF BARANGAY AND SK ANNUAL/ SUPPLEMENTAL BUDGET**
- 2. POSTING AND CONTROLLING OF CERTIFICATIONS ON APPROPRIATIONS, FUNDS AND OBLIGATION OF ALLOTMENT**
- 3. EVALUATION AND REVIEW OF PROJECT PROCUREMENT MANAGEMENT PLANS OF DIFFERENT OFFICES**
- 4. RECOMMENDATION AND ENDORSEMENT**
- 5. OTHER SERVICES**

PLEDGE OF COMMITMENT

We, the official and employees of the **MUNICIPAL BUDGET OFFICE** pledge and commit to deliver quality service as promised in the Citizen's Charter of the Municipality of Matalam, Cotabato specifically, we will:

Serve with integrity,
Be prompt and timely, Provide adequate and accurate information,
Provide feedback mechanism,
Be polite and courteous,
Behavior and professionalism,
Wear proper uniform and identification,
Be available during office hours,
Respond to complaints,
Provide comfortable waiting areas,
Treat everybody equally.

JENNY ROSE U. PAMOLARCON
Administrative Aide I

MARA SHAIRA A. GALANG
Administrative Aide I

MELBA M. CASTILLO
Administrative Aide III

SAMUEL F. FAELDONIA
Municipal Budget Officer

MUNICIPAL BUDGET OFFICE

ORGANIZATIONAL CHART

MUNICIPALITY OF MATALAM
MATALAM, COTABATO

**SAMUEL
F. FAELDONIA**
Municipal Budget Officer

I.D. NO: P-054

HON. OSCAR M. VALDEVIESO
Municipal Mayor

MUNICIPALITY OF MATALAM
MATALAM, COTABATO

**MELBA
M. CASTILLO**
Administrative Aide III

I.D. NO: P-148

HON. OSCAR M. VALDEVIESO
Municipal Mayor

MUNICIPALITY OF MATALAM
MATALAM, COTABATO

**JENNY ROSE
U. PAMOLARCON**
Administrative Aide - I

I.D. NO: J-053

HON. OSCAR M. VALDEVIESO
Municipal Mayor

MUNICIPALITY OF MATALAM
MATALAM, COTABATO

**MARA SHAIRA
A. GALANG**
Administrative Aide I

I.D. NO: J-091

HON. OSCAR M. VALDEVIESO
Municipal Mayor

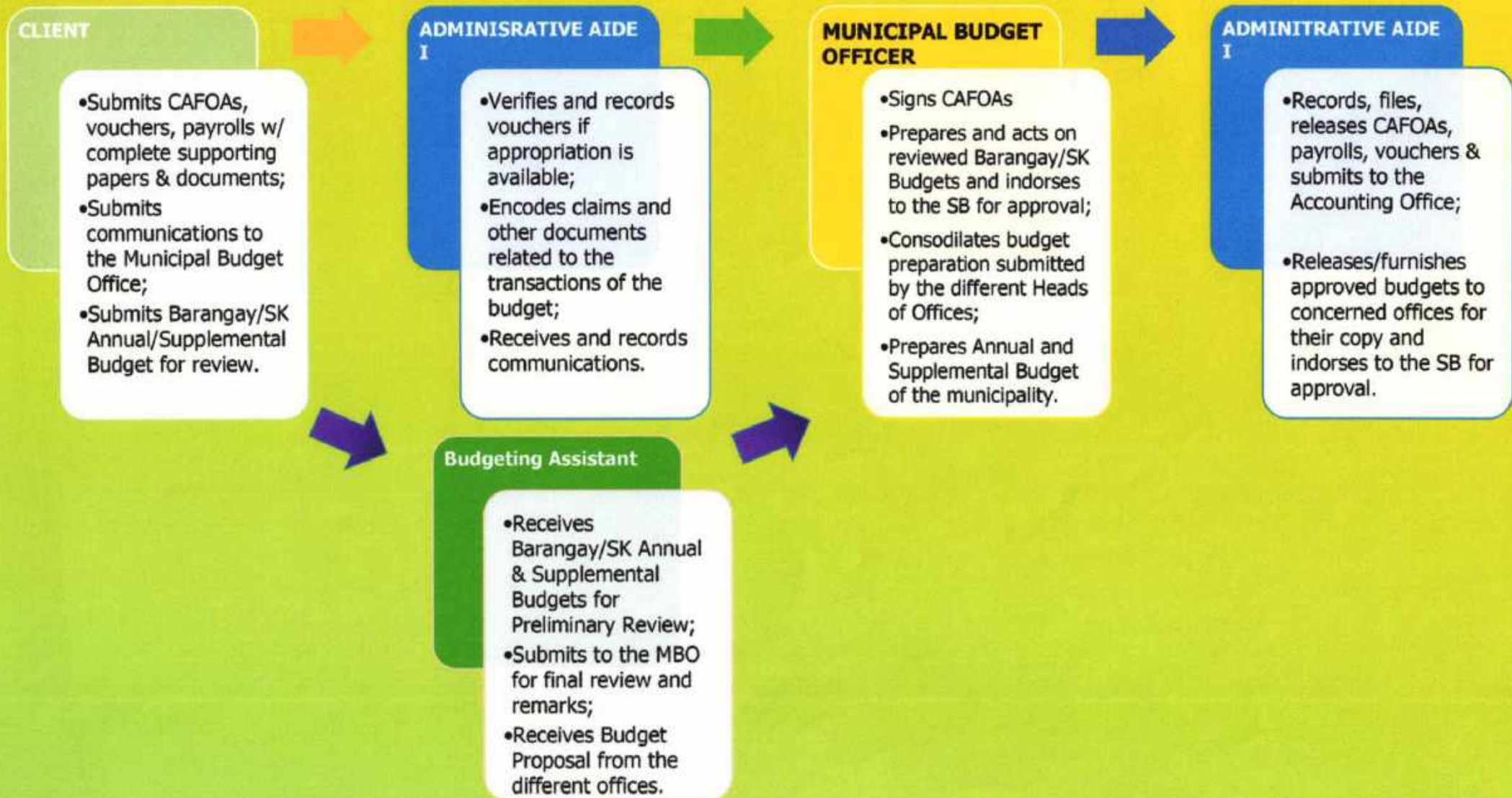
Municipal Budget Office

FRONTLINE SERVICES

SERVICES	DURATION	REQUIREMENTS	FEES	PERSON/S	LOCATION
I. Barangay Budget					
Technical Review of Approved Annual/ Supplemental Barangay Budget	2 mos. (60 days)	Submitted Approved Barangay Budget with prescribed DBM Forms	None	Samuel F. Faeldonia Mara Shaira A. Galang	Municipal Budget Office
Recommendation and Endorsement	10 min.	Request letter; Other pertinent papers	None	Samuel F. Faeldonia Mara Shaira A. Galang	Municipal Budget Office
II. Project Procurement Management Plan (LGU Matalam)					
Evaluation and Review	1 hour	Filled-up PPMP Forms	None	Samuel F. Faeldonia Jenny Rose U. Pamolarcon	Municipal Budget Office
III. Posting and controlling of Certifications on Appropriations, Funds and Obligation of Allotment	5 min.	Complete supporting documents	None	Melba M. Castillo Jenny Rose U. Pamolarcon Mara Shaira A. Galang	Municipal Budget Office
Other Services:					
A. Special Education Fund					
Preparation of Annual/ Supplemental Budget	30 min.	AIP & SIP from 4 Elem. District Supervisors & 1 Secondary School Principal (Cluster Head)	None	Samuel F. Faeldonia Mara Shaira A. Galang	Municipal Budget Office
Evaluation and Review of Annual/Supplemental PPMP	1 hour	Filled-up PPMP Forms	None	Samuel F. Faeldonia Jenny Rose U. Pamolarcon	Municipal Budget Office
B. Preparation of Payroll					
Barangay Health Workers	10 min.	No. of Personnel Daily Time Record Accomplishment Report	None	Samuel F. Faeldonia Mara Shaira A. Galang	Municipal Budget Office

MUNICIPAL BUDGET OFFICE

WORKFLOW CHART



OFFICE OF THE MUNICIPAL ACCOUNTANT

ORGANIZATIONAL CHART



BOOKKEEPING SECTION



ADMINISTRATIVE SECTION



OFFICE OF THE MUNICIPAL ACCOUNTANT
Matalam, Cotabato
FRONTLINE SERVICES

SERVICES	DURATION	REQUIREMENTS	FEE	PERSONS RESPONSIBLE	LOCATION
1. Issuance of Certification on Financial Matters			P 50.00		Accounting Office
Step 1. Fill-up Request Form	5 minutes	Request Form		Virgilio M. Fuerte	
2. Issuance of Certification	30 minutes	Required documents attached, Office Receipt & Documentary Stamp		Lerio D. Miguel	
2. Confirmation of Loan Applications			None		Accounting Office
Step 1. Fill-up Request Form	5 minutes	Request Form			
2. Issuance of Net Home Pay	30 minutes	Required documents attached		Shiela A. Dela Cruz	
3. Certification of Loan	30 minutes	Request Form		Lerio D. Miguel	
3. Issuance of Endorsement Slip to Brgy. Treasurers			None		Accounting Office
Step 1. Fill-up Request Form	5 minutes	Request Form			
2. Check Summary of Collections & Deposits	30 minutes	Deposit Slip and Summary of Collections		Norylyn T. Gadong	
3. Sign Referral/Endorsement Slip	30 minutes	Deposit Slip and Summary of Collections		Lerio D. Miguel	
4. Processing of Vouchers			None		Accounting Office
Step 1. Pre-Audit and prepare JEV upon the completeness of supporting documents	10 minutes	Disbursement Voucher with complete documents attached		Icelle S. Grace Catulong Nenita F. Alcazaren	
2. Check & Sign JEV, vouchers & other supporting documents	10 minutes	Pre-audit vouchers with supporting documents		Lerio D. Miguel, CPA	
3. Record & forward signed vouchers to Mayor's Office for approval & to Treasurer's Office for issuance of check	30 minutes	Signed vouchers of the accountant		Rhealyn Saquillos Gladys J. Basubia	
4. Preparation of Accountant's Advice	1 hour	Vouchers with attach signed check by signatories		Shiela A. Dela Cruz	
5. Check & sign Accountant's Advice	10 minutes	Vouchers with attach signed check by signatories		Lerio D. Miguel, CPA	

OFFICE OF THE MUNICIPAL TREASURER
ORGANIZATIONAL CHART



WORK FLOW CHART

CLIENT

REY B. PEREZ

AA I

PUBLIC INFORMATION
ASSISTANCE
MAINTENANCE OF BUILDING

JOHNREY B. IGNACIO

RCC II

ISSUANCE OF OFFICIAL
RECEIPTS
FIELD COLLECTION

FERNANDO E. BOLANTE JR.

AA I

ISSUANCE OF OFFICIAL
RECEIPTS
COLLECTION OF MARKET FEES
FIELD COLLECTION

REMY T. BERDIN

LRCO I

ISSUANCE OF OFFICIAL
RECEIPTS
FIELD COLLECTION

NAPOLEON M. TICBE

RCC I

ISSUANCE OF OFFICIAL
RECEIPTS
FIELD COLLECTION

MYLORI A. DINSAY

RCC II

POSTING OF
COLLECTIONS
REPORTS PREPARATION

EMILY V. FUERTE

AA I

ISSUANCE OF OFFICIAL
RECEIPTS
RELEASING OF ACCOUNTABLE
FORMS

NERISSA T. QUIRANTE

RCC II

RPT ABSTRACT REPORTS
PREPARATION
POSTING OF TAX RECEIPTS
(RPT)

MARGIE M. ALEJO

AA I

SUBMISSION OF CHECKS
ISSUED TO ACCOUNTING
OFFICE

JESSIBEL S. MENINGUITO

AA I

ISSUANCE OF OFFICIAL
RECEIPTS
POSTING OF TAX RECEIPTS
(RPT)

ANELYN W. CATEDRILLA

PS I

RECEIVE VOUCHERS AND
PREPARATION OF CHECKS
SUBMISSION OF DOCUMENTS
TO ACCOUNTING OFFICE

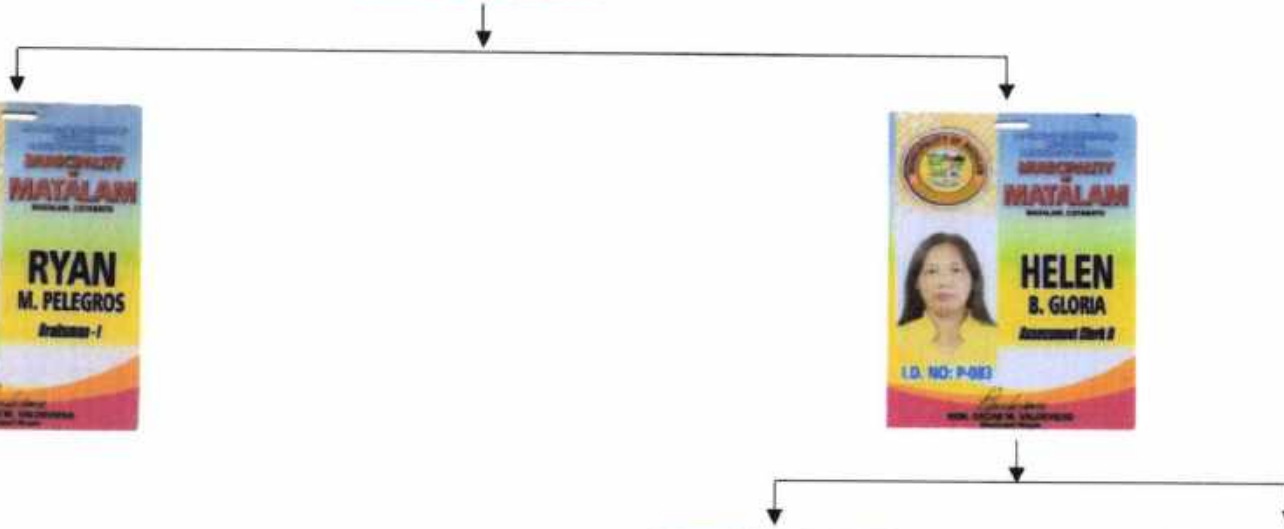
HELEN M. UMADHAY

RCC III/DISBURSING CLERK
DISBURSE SALARIES, WAGES AND
HONORARIA
SUBMISSION OF REPORTS
TO ACCOUNTING OFFICE

ROSALIA B. BARRACA

MUNICIPAL TREASURER
APPROVE VOUCHER FOR ISSUANCE
OF CHECKS
AND SIGN VARIOUS DOCUMENTS

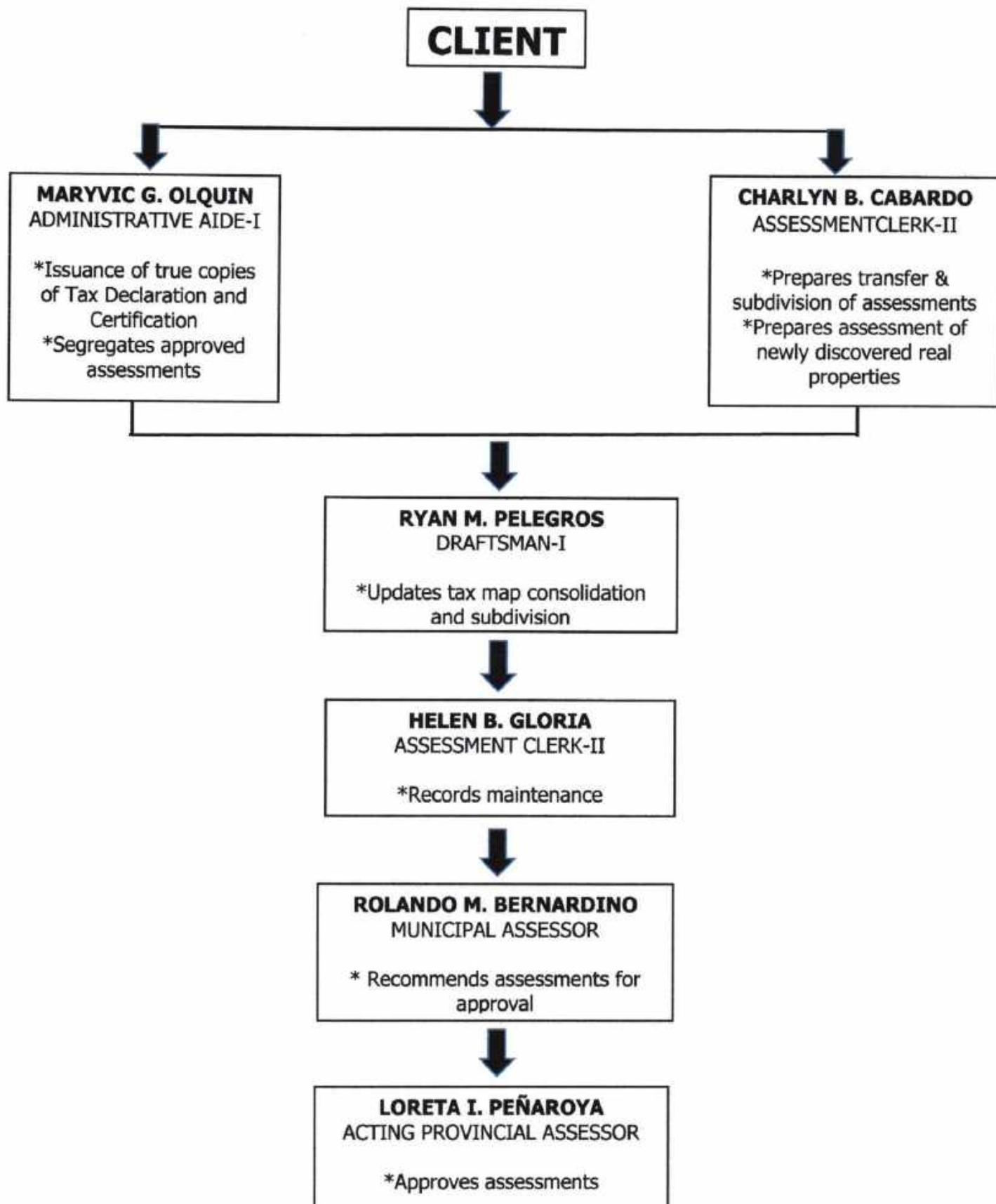
**OFFICE OF THE MUNICIPAL ASSESSOR
ORGANIZATIONAL CHART**



OFFICE OF THE MUNICIPAL ASSESSOR

SERVICES	DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
1. PROPERTY APPRAISAL:					
(LANDS,BUILDINGS & OTHER IMPROVEMENTS)					
a. Transfer	40 mins./FAAS	1. Photocopy of Title	Late filing fee	1. Helen B. Gloria	ROD, Amas,Kid. City
		2. Tax Clearance	P500.00 minimum	2. Maryvic G. Olquin	Mun. Treasurer Office
				3. Charlyn B. Cabardo	
b. Revised	40 mins./FAAS	1. Ocular Inspection		Rolando M. Bernardino	Different Barangays
c. New Discoveries(Back Tax)	40 mins/FAAS	1. Approved Application		Rolando M. Bernardino	ROD, Amas, Kid. City/DENR
		2. Building Permit			
		a. Deed of Conveyance			
d. Subdivision	30 mins./FAAS	1. Approved Subdivision Plan		Ryan M. Pelegros	DAR, Matalam, Cotabato
		2. Tax Clearance			Mun. Treasurer Office
		3. Photocopy of Titles			
2. ISSUANCE OF CERTIFICATIONS					
a. True copy of Tax Declarations	10 min./copy	Official Receipt	P 50.00	Helen B. Gloria	Mun. Treasurer Office
b. No Landholdings	10 min./copy	Official Receipt	P 50.00	Charlyn B. Cabardo	Mun. Treasurer Office
c. No Improvements	10 min./copy	Official Receipt	P 50.00	Maryvic G. Olquin	Mun. Treasurer Office
d. Exact Location	10 min./copy	Official Receipt	P 50.00	Helen B. Gloria	Mun. Treasurer Office
3. VERIFICATION					
a. Records	30 min.	Any Available Documents		Charlyn B. Cabardo	
b. Maps	30 min.	Any Available Documents		Ryan M. Pelegros	Assessor's Office

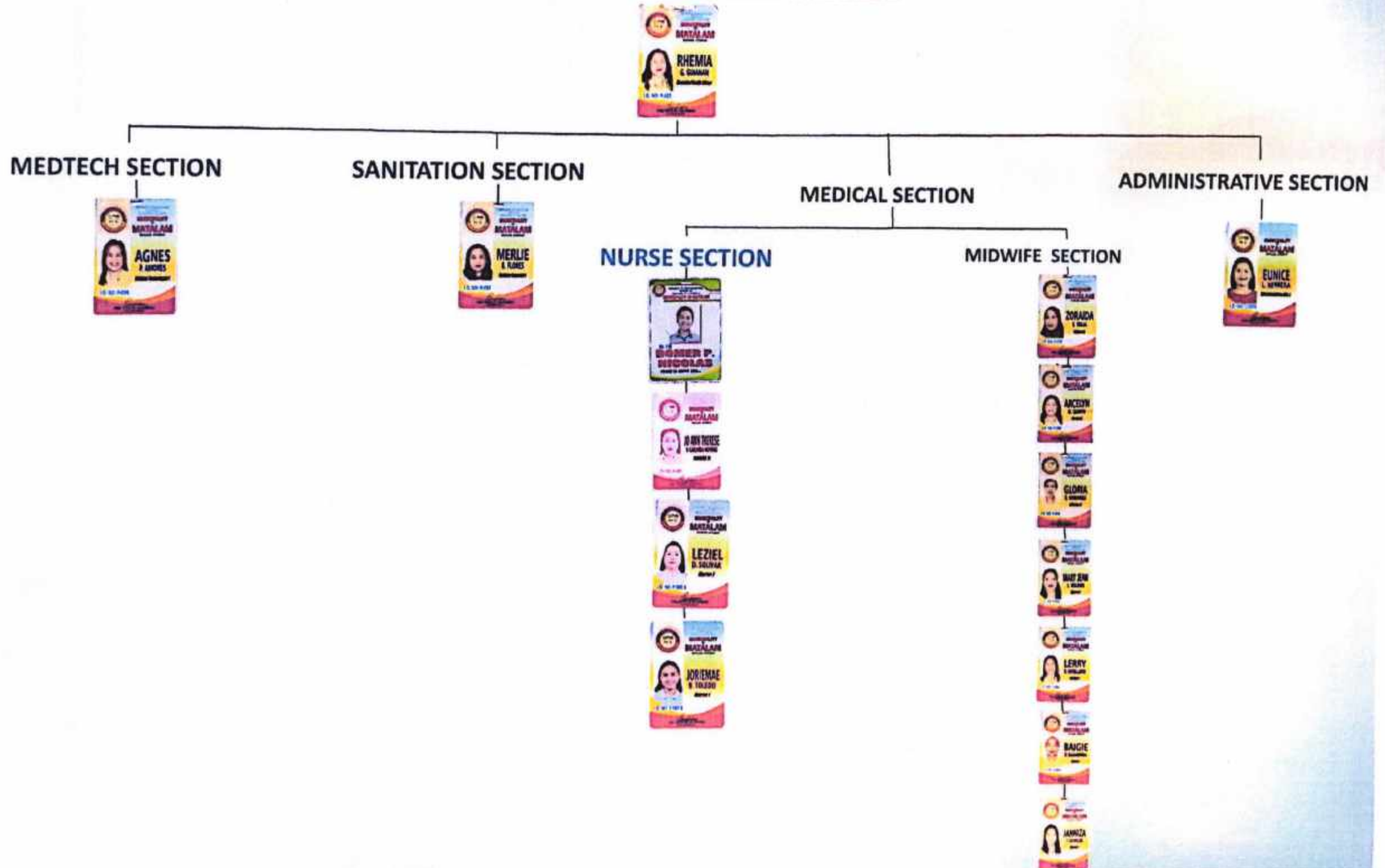
WORK FLOW CHART



OFFICE OF THE MUNICIPAL HEALTH OFFICER

Matalam, North Cotabato

ORGANIZATIONAL CHART



RURAL HEALTH UNIT OF MATALAM
MUNICIPALITY OF MATALAM
CITIZEN CHARTER

SERVICES	DURATION	REQUIREMENTS	FEES	PERSON/S RESPONSIBLE	LOCATION
1.) MEDICAL CONSULTATION SERVICES	15 mins.	<ul style="list-style-type: none"> • With Philhealth ID • Without Philhealth ID -official Receipt from the office of Municipal Treasurer 	<p>Free</p> <p>Php 50.00</p>	<ul style="list-style-type: none"> • Rhemia G. Guianan, MD • Nurse on Duty • Midwife on Duty 	Rural Health Unit of Matalam and Office of the Municipal Treasurer
2.) ISSUANCE OF MEDICAL CERTIFICATES/MEDICOLEGAL	30 mins.	<ul style="list-style-type: none"> • MEDICAL CERTIFICATE - Laboratory Result -X-ray, U/A, CBC, Stool Exam -Official Receipt from the Office of Municipal Treasurer • MEDICO LEGAL CERTIFICATE - Police Blotter -Official Receipt from the Office of Municipal Treasurer 	<p>Php 50.00</p> <p>Php 300.00</p>	<ul style="list-style-type: none"> • Rhemia G. Guianan, MD • Midwife on Duty • Eunice L. Herrera • Municipal Treasurer 	Rural Health Unit of Matalam and Office of the Municipal Treasurer
3.) PRE-NATAL SERVICES	30 mins.	<ul style="list-style-type: none"> -Mother and Baby Book -ITR -Folder -Bond Paper -Ballpen 	Free	<ul style="list-style-type: none"> • Midwife on Duty 	Rural Health Unit of Matalam
4.)POST-NATAL SERVICES	Actual	<ul style="list-style-type: none"> • Interview/Fill-up of ITR • Vital Signs Taking • PP check up • Counseling 	Free	<ul style="list-style-type: none"> • Midwife on Duty 	Rural Health Unit of Matalam
5.) IMMUNIZATION SERVICES	Actual	<ul style="list-style-type: none"> • Interview/Fill-up of ITR • Vaccination • Counseling/ EIC • Recording 	Free	<ul style="list-style-type: none"> • Midwife on Duty 	Rural Health Unit of Matalam
5.) FAMILY PLANNING SERVICES	30 mins.	<ul style="list-style-type: none"> • Interview/Fill-up FP FORM 1 • Vital signs Taking • Counselling/IEC • Physical/ Bimanual/ Speculum Examination 	Free	<ul style="list-style-type: none"> • Midwife on Duty 	Rural Health Unit of Matalam

		<ul style="list-style-type: none"> • Giving of chosen method • Recording • Referral (if needed) 			
7.) PREVENTION & CONTROL OF INFECTIOUS DISEASES SERVICES	30 mins.	<ul style="list-style-type: none"> • Interview/Fill-up ITR • Vital Signs Taking • Physical/ Speculum Examination • Medication & Treatment • Counselling/IEC • Recording • Referral (if needed) 	Free	<ul style="list-style-type: none"> • Romer P. Nicolas, RN 	Rural Health Unit of Matalam
8.) ENVIRONMENTAL HEALTH SERVICES	Actual	<ul style="list-style-type: none"> • Data gathering • Inspection • IEC/Recommendation • Compliance on Laboratory Examination • Issuance of Sanitary Permit/Health Certificate 	Free	<ul style="list-style-type: none"> • Merlie B. Flores, RM 	Rural Health Unit of Matalam
9.) LABORATORY SERVICES	5 hrs. 30 mins. 15 mins. 1hr 1hr 1hr	<ul style="list-style-type: none"> • Sputum Examination • Urinalysis/Fecalysis • FBS/RBS • Blood Smear for Malarial Parasite • Skin Sltt for Leprosy • KATOKATZ 	Free	<ul style="list-style-type: none"> • Agnes P. Amores, RMT 	Rural Health Unit of Matalam
10.) MANAGEMENT OF CHILDHOOD ILLNESSES	30 mins	<ul style="list-style-type: none"> • Interview/ Fill-up ITR • Vital Signs Taking • Physical Examination • Medication/Treatment • Counseling • Recording • Referral (if needed) 	Free	<ul style="list-style-type: none"> • Nurse on Duty • Midwife on Duty 	Rural Health Unit of Matalam
11.) POST- MORTEM SERVICES	Actual	<ul style="list-style-type: none"> • Conduct Post Mortem Examination • Recording • Submission of Post Mortem report • Interview and signaling of Death Certificate 	Php 2,500.00	<ul style="list-style-type: none"> • Receipt from PNP • Rhemia G. Guanan, MD 	Rural Health Unit of Matalam



ORGANIZATIONAL CHART

Municipal Social Welfare and Development Office



OSCAR M. VALDEVIESO
Municipal Mayor



MARILYN M. AKMAD
SWA/OIC-MSWD



WILMA J. MAA-AYA
SWO III



CHRISTIAN IAN D. TUPAS
PSI-FOCAL PERSON



SHELLA MAE S. MANGADAD
AA-I



MARBY C. MAQUERME
AA-I



MARLON BRYAN V. FAELDONIA
AA-I



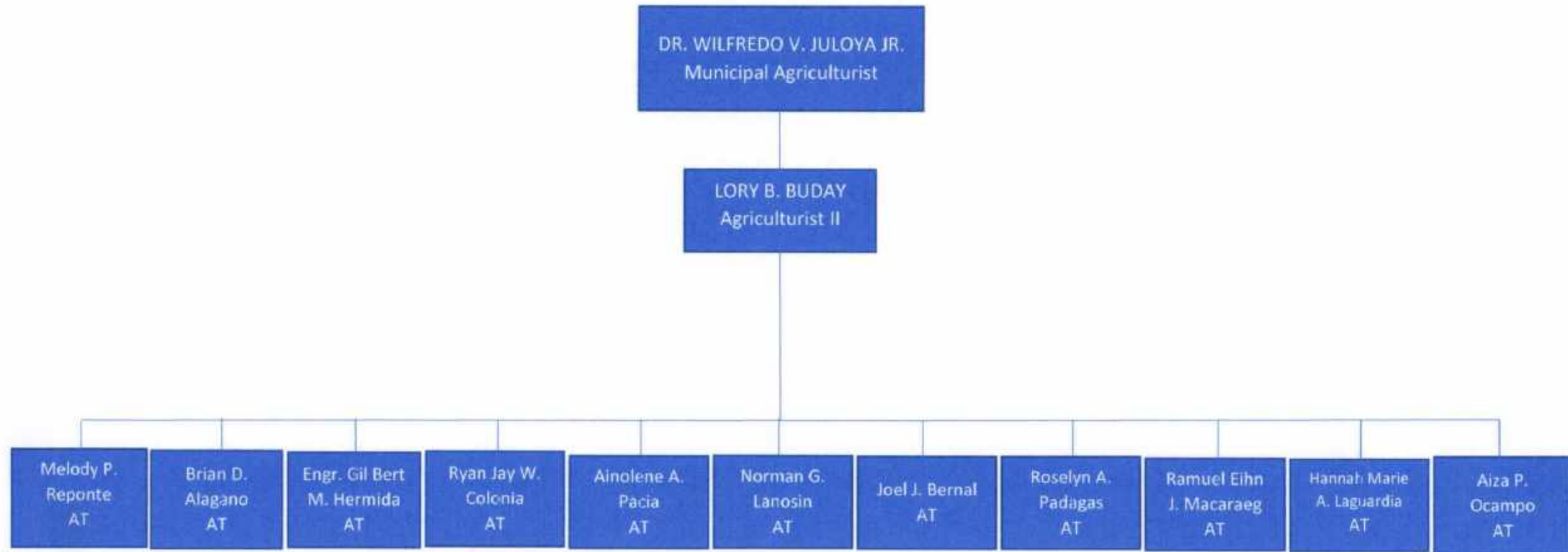
FREDERICK B. PEREZ
AA-I/DRIVER

CITIZENS CHARTER
MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

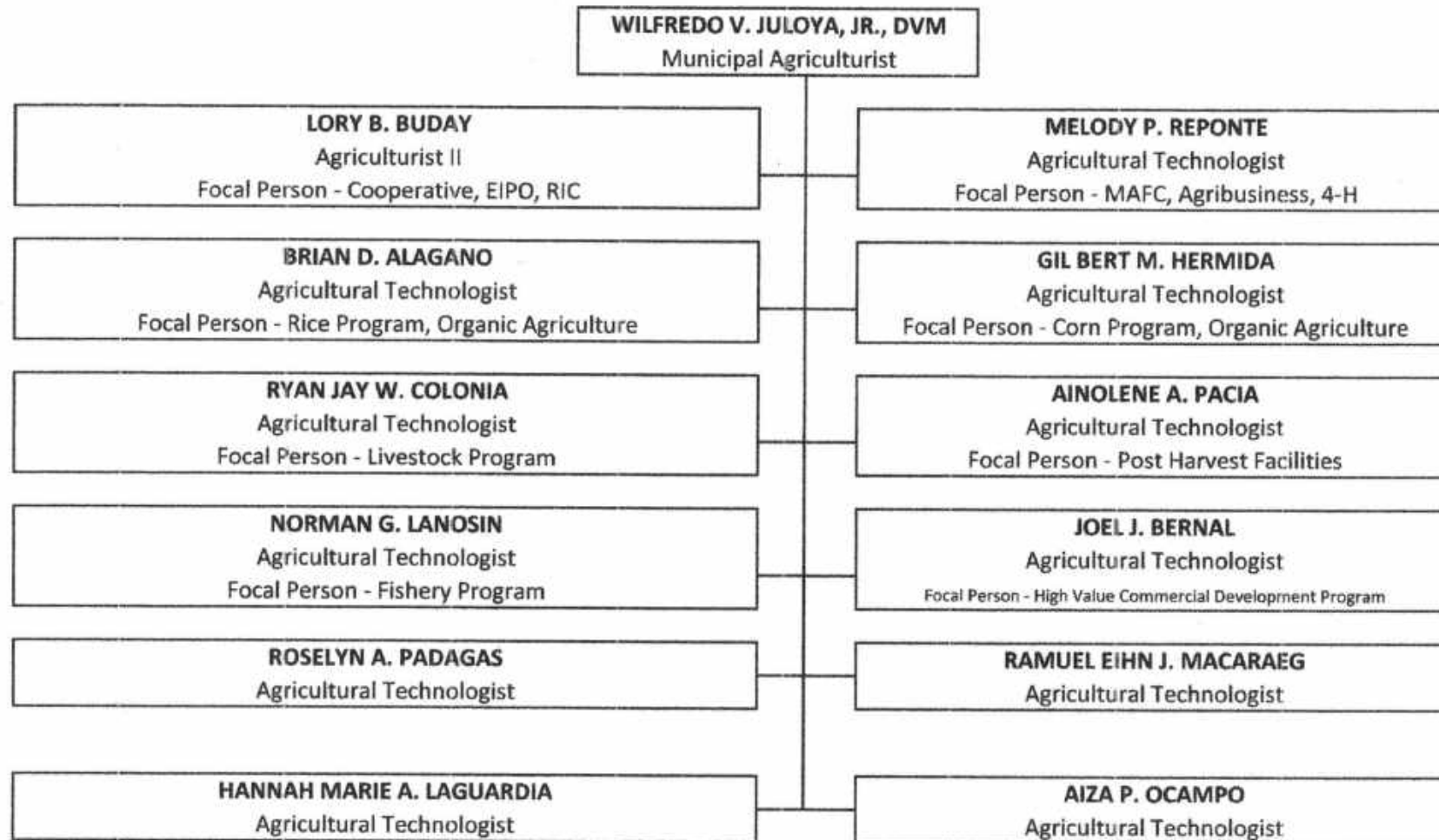
SERVICES/STEPS	DURATI ON	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
1. INTEGRATED DELIVERY OF SOCIAL SERVICES					
A. WOMEN'S WELFARE					
1. INTERVIEW-INTAKE/SCSR	1 HOUR	INDORSEMENT FROM BRGY. CERTIFICATE TO FILE ACTION/PNP BLOTTER & MEDICAL CERTIFICATE	NONE	WILMA J. MA-AYA, RSW	MSWDO
B. CHILD PROTECTION INTERVIEW-INTAKE/SCSR					
2. SOCIAL PROTECTION SERVICES	1 HOUR	INDORSEMENT FROM BRGY. CERTIFICATE TO FILE ACTION/PNP BLOTTER & MEDICAL CERTIFICATE REQUEST TO RESCUE/BIRTH CERT.	NONE	WILMA J. MA-AYA, RSW	MSWDO
C. CHILD WELFARE PROGRAM					
1. DAY CARE SERVICES 2. SUPPLEMENTARY FEEDING 3. PERMIT TO TRAVEL WITH MINOR	1 HOUR	BIRTH CERTIFICATE/ BRGY. CERTIFICATE/ TICKET/ AFFIDAVIT FROM LEGAL OFFICER	NONE	WILMA J. MA-AYA, RSW CHRISTIAN IAN D. TUPAS	MSWDO
D. FAMILY SERVICES PROGRAM (ASSISTANCE)					
MEDICAL	1 HOUR	ISSUANCE OF CE/CI/AICS/ CEDULA/ VOTER'S ID/ ITR/ CERT. FR. ASSESSOR OFFICE/ PICTURE, MEDICAL ABSTRACT/ MEDICAL CERTIFICATE/ HOSPITAL BILLING, LABORATORY REQUEST, QUOTATION/ BRGY. CERT.	50.00	WILMA J. MA-AYA, RSW	MTO ASSESSOR'S OFFICE COMELEC HOSPITAL BARANGAY
EDUCATIONAL	1 HOUR	CERTIFICATE OF ENROLLMENT/ ASSESSMENT FORM, PICTURE WHOLE BODY, SCHOOL ID, BRGY. CERT. CERT. FR. ASSESSOR OFFICE, ITR/ VOTER'S ID	50.00	WILMA J. MA-AYA, RSW	SCHOOL BARANGAY ASSESSOR'S OFFICE
BURIAL	1 HOUR	DEATH CERT., CEDULA/ VOTER'S ID, PICTURE/BRGY. CERT. / CERT. FR. ASSESSOR OFFICE/ O.R. CONTRACT FR. FUNERAL PARLOR	50.00	WILMA J. MA-AYA, RSW	LCR BARANGAY ASSESSOR'S OFFICE
E. EMERGENCY SERVICE RELIEF ASSISTANCE STRESS DEBRIEFING	1 HOUR	DANA/ MASTERLIST OF IDP/ PNP BLOTTER	NONE	WILMA J. MA-AYA, RSW MARILYN M. AKMAD	BARANGAY MSWDO PNP
F. WELFARE FOR THE ELDERLY SOC. PENSION PHILHEALTH ISSUANCE OF ID & PURCHASED BOOKLET	1 HOUR	BIRTH CERT./BRGY. CERT./ INDORSEMENT FR. BRGY. SC PRESIDENT/ OSCA	NONE	MARBY G. MAQUERME CHRISTIAN IAN D. TUPAS MARILYN M. AKMAD	MSWDO OSCA
G. WELFARE OF THE PWD ISSUANCE OF ID & PURCHASED BOOKLET	1 HOUR	MEDICAL CERT./ BIRTH CERT. BRGY. CERT./ PICTURE WHOLE BODY/ 1X1 ID PICTURE	NONE	MARLON BRYAN V. FAELDONIA CHRISTIAN IAN D. TUPAS	MSWDO
H. WELFARE FOR THE SOLO PARENT ISSUANCE OF ID	1 HOUR	BRGY. CERT. BIRTH CERT. OF CHILD/1X1 ID PICTURE/ DEATH CERT. /CENOMAR	NONE	CHRISTIAN IAN D. TUPAS	MSWDO

2. SUPPORT FUNCTIONS:					
1. COORDINATION W/ LGU OFFICIALS AND OTHER AGENCY	30 MINS	MEMO/NOTICE/ INVITATION LETTERS/ REFERRALS/ SYSTEM W/ FIVE DAYS PRIOR TO SAID ACTIVITY	NONE	WILMA J. MA-AYA, RSW MARILYN M. AKMAD CHRISTIAN IAN D. TUPAS	MSWDO
2. PREP. & SUB. OF ANNUAL ACCOMPLISHMENT REPORT	3 DAYS	READY FOR SUBMISSION AAR EO JANUARY	NONE	WILMA J. MA-AYA, RSW MARILYN M. AKMAD CHRISTIAN IAN D. TUPAS	MSWDO
3. PREP. & SUB. IPCR/OPCR	3 DAYS	READY FOR SUBMISSION IPCR & OPCR	NONE	WILMA J. MA-AYA, RSW MARILYN M. AKMAD CHRISTIAN IAN D. TUPAS	MSWDO
4. PREP. & SUB. OF VOUCHER/ALOBS/ LIQUIDATION ETC.	2 DAYS	READY FOR SUBMISSION	NONE	SHELLA MAE S. MANGADAD, NIKKI D. BELGIRA	MSWDO
5. LIQUIDATION REPORT FOR SFP & SOC. PENSION TO DSWD FO 12	3 DAYS	READY FOR SUBMISSION	NONE	MARILYN M. AKMAD CHRISTIAN IAN D. TUPAS	MSWDO

OFFICE OF THE MUNICIPAL AGRICULTURIST
ORGANIZATIONAL CHART



Republic of the Philippines
Province of North Cotabato
Municipality of Matalam
OFFICE OF THE MUNICIPAL AGRICULTURIST

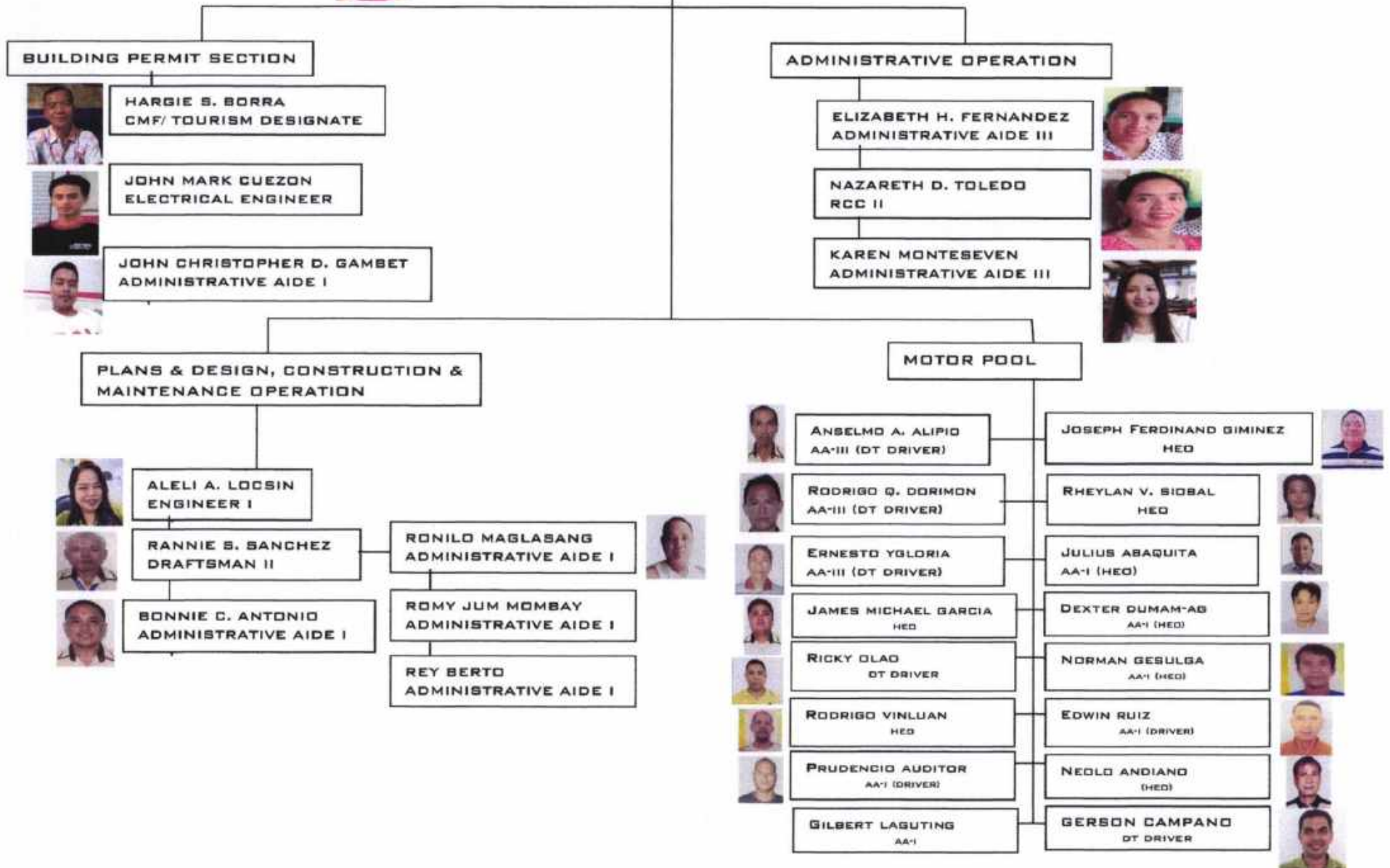


SERVICES	DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
LIVESTOCK					
ISSUANCE OF COPY OF LIVESTOCK REPORTS	10 MINUTES	REQUEST LETTER STATING ITS PURPOSE	P50.00	RYAN JAY W. COLONIA	OMAG/TREASURER'S OFFICE
CROP DIVISION					
1. ISSUANCE OF DATA AND INFORMATION:					
a. CROP PROFILE (PER PAGE)	10 MINUTES	REQUEST LETTER STATING ITS PURPOSE	P20.00	RICE: BRIAN D. ALAGANO CORN: ENGR. GIL BERT M. HERMIDA HVCC: JOEL J. BERNAL	OMAG/TREASURER'S OFFICE
b. CROP PRODUCTION DATA (PER PAGE)	10 MINUTES	REQUEST LETTER STATING ITS PURPOSE	P20.00		OMAG/TREASURER'S OFFICE
2. COPY OF REPORT/PAGE	5 MINUTES	REQUEST LETTER STATING ITS PURPOSE	P10.00	ENGR. GIL BERT M. HERMIDA	OMAG/TREASURER'S OFFICE
3. PREPARATION OF PROJECT PROPOSAL (PROJECTS WITH LGU COUNTERPART)	1 MONTH	LETTER OF INTENT, MOA, SB, BOARD RESOLUTION	1% OF 5% OF THE PROJECT COST	ALL AT's	OMAG/TREASURER'S OFFICE
4. ENDORSEMENT	5 MINUTES	BARANGAY ENDORSEMENT	P50.00	WILFREDO V. JULOYA, JR., DVM	OMAG/TREASURER'S OFFICE
5. CERTIFICATION					
a. CUTTING OF UNPRODUCTIVE TREES	5 MINUTES	BARANGAY CERTIFICATION	P50.00	WILFREDO V. JULOYA, JR., DVM	OMAG/TREASURER'S OFFICE
b. OTHER CERTIFICATION RELATED TO AGRICULTURAL ACTIVITY/OPERATION	5 MINUTES	REQUEST LETTER	P50.00	WILFREDO V. JULOYA, JR., DVM	OMAG/TREASURER'S OFFICE
6. PO ACCREDITATION TO SB	5 MINUTES	APPLICATION ACCREDITATION	P200.00	LORY B. BUDAY	OMAG/TREASURER'S OFFICE

ORGANIZATIONAL CHART OFFICE OF THE MUNICIPAL ENGINEER/ BUILDING OFFICIAL



ORLANDO M. VERSOLA, CE, MPA
MUNICIPAL ENGINEER/ BUILDING OFFICIAL





OFFICE OF THE MUNICIPAL ENGINEER

HEAD OF OFFICE

ORLANDO M. VERSOLA, CE, MPA

FRONTLINE SERVICES WE OFFER:

1. ISSUANCE OF PERMITS UNDER NATIONAL BUILDING CODE (PD 1096)
 - a. Building Permit
 - b. Electrical Permit
 - c. Occupancy Permit
 - d. Plumbing Permit
 - e. Mechanical Permit
 - f. Fencing Permit
 - g. Electronics Permit
 - h. Demolition Permit
 - i. Architectural Permit
 - j. Civil Structural Permit
 - k. Excavation Permit
 - l. Permit for Temporary Service Connection
 - m. Sign Permit
 - n. Other Permit

2. ISSUANCE OF CERTIFICATION
 - a. Building Certification
 - b. Waiver for Road-Right-of Way

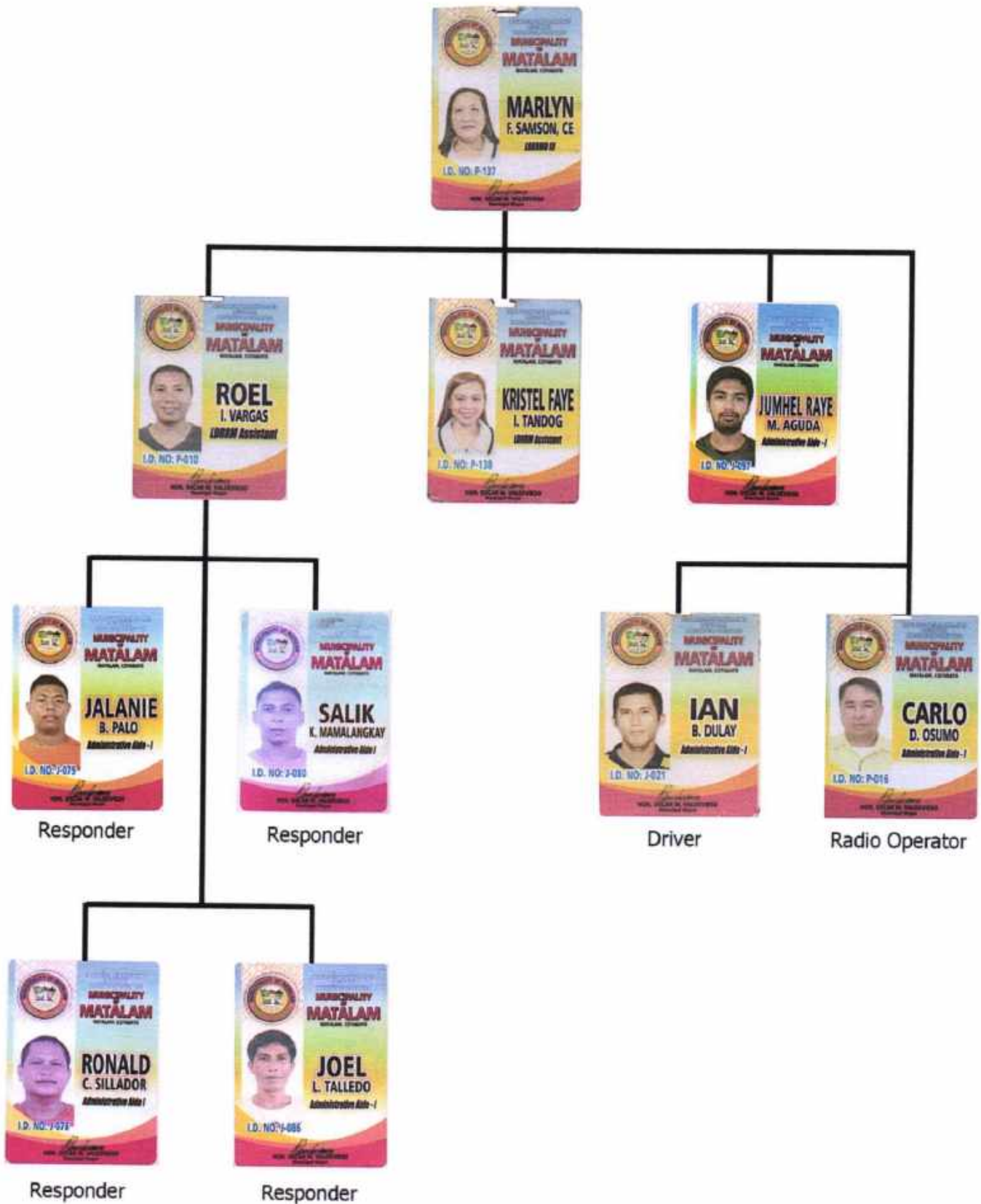
3. PROJECT SUPERVISION/ INSPECTION
 - a. On- going and completed Projects Funded by Municipal Government and other Government and Foreign Agencies Assisted Projects.
 - b. Building Structure

4. Preparation of Documents for BIDS AND AWARDS (BAC)
 - a. Bidding Documents
 - b. Others



ORGANIZATIONAL STRUCTURE

MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE





OFFICE OF THE DISASTER RISK REDUCTION AND MANAGEMENT

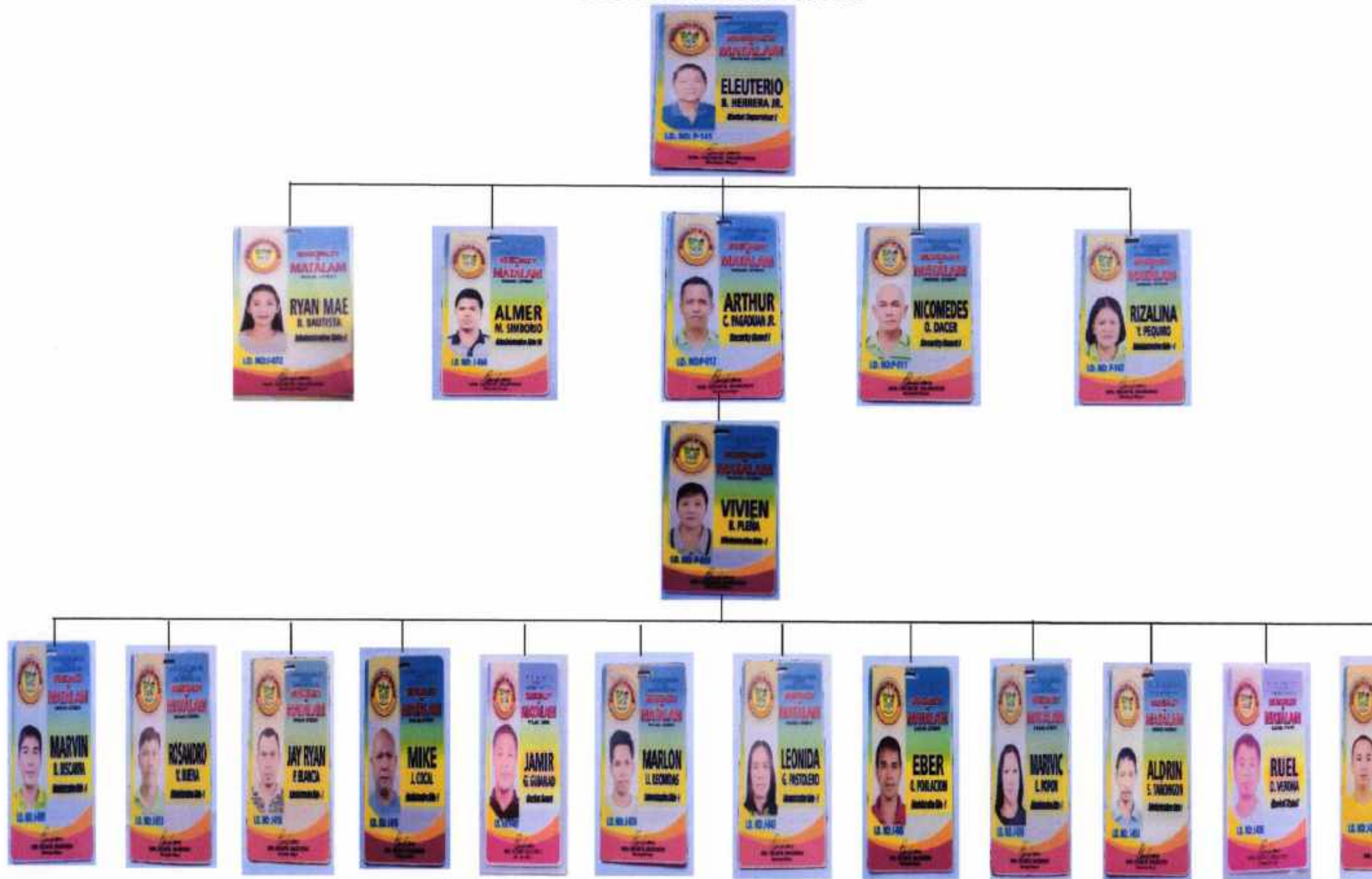


FRONTLINE SERVICES FLOW CHART



SERVICES	DURATION	REQUIREMENTS	FEES	PERSON/S RESPONSIBLE	LOCATION
A. Protocol on any Natural and Man-made ontoward incidents of Disaster/ Calamities					
1. Validate/ Response/ Report to any untoward incident	5 hrs.	Incident Report on Man-made and Natural Calamities	None	Marlyn F. Samson; Kristel Faye I. Tandog; Roel I. Vargas; Carlo D. Osumo	Affected Area
2. Assist affected families in a safe place	1 day		None		Marlyn F. Samson; Kristel Faye I. Tandog; Roel I. Vargas; and Rescuers
3. Conduct Pre-Disaster Risk Assessment	1 day	Disaggregated Data of Population at Risk	None	Marlyn F. Samson; Kristel Faye I. Tandog; Roel I. Vargas; Carlo D. Osumo	Affected Area
4. Conduct Rapid Damage Assessment and Needs Analysis	1 day	Incident Report on Man-made and Natural Calamities	None		Affected Area
5. Disaster Awareness and Simulation Exercises	1 day	Request Letter	None		Affected Area
B. Reporting					
1. DRRM Office submit Dana report on ontoward incident to OCD, PDRRMO and DILG.		DANA Report duly signed by BDRRMC/ Barangay Captain		Marlyn F. Samson; Kristel Faye I. Tandog; Roel I. Vargas	DRRMO
a. Initial report submit within 1 hour after flash report	1 hr		None		
b. Rapid Damage Assessment and Needs Analysis (RDANA) submit within 12 hours upon occurrence of disaster.	1 hr		None		
c. Damage Assessment submit within 24 hours upon occurrence of disaster.	1 hr		None		
d. Terminal Report submit after the affected families/ individual return to their place of origin.	1 hr		None		

Republic of the Philippines
Province of Cotabato
Municipality of Matalam
**OFFICE OF THE MARKET AND SLAUGHTERHOUSE
ORGANIZATIONAL CHART**



OFFICE OF THE MARKET & SLAUGHTERHOUSE

FRONTLINE SERVICES

SERVICES	DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
1.) ISSUANCE OF LEASE CONTRACT A.) FOR NEW STALL OWNERS B.) FOR OLD STALL OWNERS	10 MINS. 20 MINS. 10 MINS.	COMMUNITY TAX CERTIFICATE O.R. FROM TREASURY OFFICE APPLICATION FEE O.R. FROM TREASURY OFFICE APPLICATION FEE	P3, 000.00 - OCCUPANCY FEE PLUS 2 MOS. ADVANCE STALL RENTAL P50.00 P50.00	ELEUTERIO B. HERRERA, JR. MARKET SUPERVISOR 1 VIVIEN B. PLEÑA AA-1	OFFICE OF THE MARKET AND SLAUGHTERHOUSE
2.) ISSUANCE OF PARKING FEE	30 SEC.	CASH TICKET	P20.00 BUS ONE WAY P40.00 BUS-ROUNDRIP P10.00 PUJ P5.00 TRICYCLE P40.00 6 WHEELERS P50.00 10 WHEELERS P30.00 4 WHEELERS	ALMER M. SIMBORIO AA-III ROSANDRO BUENA AA-1 EBER O. POBLACION AA-1	PUBLIC MARKET MATALAM, COT.
3.) ISSUANCE OF TOILET FEE	10 SEC.	CASH TICKET	P5.00 DEFECATE/BAWAS P2.00 URINATE/IHI	REZALINA Y. PEQUIRO LEONIDA PASTOLERO MARIVIC POPON AA-1	PUBLIC MARKET MATALAM, COT.
4.) ISSUANCE OF MARKET INTRANCE FEE	10 SEC.	SELLING OF GOODS/ PRODUCT WITHIN THE VICINITY OF PUBLIC MARKET	VEGETABLE - P10.00/BUKAG FRUITS - P10.00/BUKAG FISH - P20.00/KAHON DRY GOODS - P10.00/SQ.M.	EBER POBLACION MIKE COCAL JAY RYAN BLANCIA ALDRIN TAÑONGON AA - 1	PUBLIC MARKET MATALAM, COT.
5.) ISSUANCE OF SLAUGHTER FEE	5 MINS.	OFFICIAL RECEIPT	P50.00/HOG P100.00 LARGE CATTLE	RYAN MAE B. BAUTISTA MEAT INSPECTOR - II	MATALAM PUBLIC SLAUGHTERHOUSE
6.) ANTE MORTEM & POST MORTEM OF LIVESTOCK	5 MINS. 15 MINS.	BRGY. CERT. OWNERSHIP OF LARGE CATTLE TRANSFER CERT. OF LARGE CATTLE PRESENCE OF LIVESTOCK	AM P5.00/HOG AM P10.00/LARGE CATTLE OC. P50.00 TC. P100.00 PM. P10.00/HOG PM. P30.00/LARGE CATTLE	RYAN MAE B. BAUTISTA MEAT INSPECTOR - II ALEX II WACAY / MARLON LEONIDAS AA - 1 ELEUTERIO B. HERRERA, JR. MARKET SUPERVISOR 1	MATALAM PUBLIC SLAUGHTERHOUSE
7.) COLLECTION OF GARBAGE	8 HRS.	PLACE GARBAGE OUTSIDE THE STALL	SMALL SCALE BUSINESS P400.00/YR MEDIUM SCALE BUSINESS P500./YR. BIG SCALE BUSINESS P800.00/YR	MIKE C. COCAL JAY RYAN BLANCIA ALDRIN TAÑONGON MARVIN BISCARRA AA - 1	PUBLIC MARKET MATALAM, COT.
8.) ISSUANCE OF NOTICE AND BILLINGS TO MARKET STALL OWNER	8 MINS.	STALL OWNER TAX RECORD		ELEUTERIO B. HERRERA, JR. MARKET SUPERVISOR 1 ALDRIN TAÑONGON JAY RYAN BLANCIA/MIKE C. COCAL NICOMEDES DACER JAMIR GUIAMAD/RUEL VERONA VIVIEN B. PLEÑA AA-1	PUBLIC MARKET MATALAM, COT.

PLEDGE OF COMMITMENT

We, the officials and employees of the Local Government Unit of Matalam, pledge and commit to the constituents of this LGU to deliver quality public service as promised in the CITIZEN'S CHARTER of the Municipality of Matalam, Cotabato, specifically, we will:

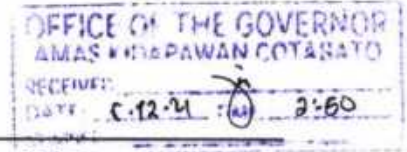
- SERVE WITH INTEGRITY, BE PROMPT AND TIMELY,
- DISPLAY PROCEDURES, FEES, AND CHARGES,
- PROVIDE ADEQUATE AND ACCURATE INFORMATION,
- BE CONSISTENT IN APPLYING RULES, PROVIDE FEEDBACK MECHANISM,
- BE POLITE AND COURTEOUS,
- DEMONSTRATE SENSITIVITY, APPROPRIATE BEHAVIOR AND
- PROFESSIONALISM,
- WEAR PROPER UNIFORM AND IDENTIFICATION,
- BE AVAILABLE DURING OFFICE HOURS, RESPOND TO COMPLAINTS,
- PROVIDE COMFORTABLE WAITING AREAS AND
- TREAT EVERYONE EQUALLY.



OSCAR M. VALDEVIESO
Municipal Mayor



Republic of the Philippines
Province of Cotabato
Municipality of Matalam
OFFICE OF THE MUNICIPAL MAYOR



EXECUTIVE Order No.19
Series of 2021

AN ORDER MANDATING THE ESTABLISHMENT OF A CITIZEN'S CHARTER FOR THE MUNICIPALITY OF MATALAM AND RECONSTITUTING THE STEERING COMMITTEE AND TASK FORCE FOR THE PURPOSE.

WHEREAS, the Anti-Red Tape Act 2007 otherwise known as Republic Act. No. 9485 declared the policy of the State to promote Integrity, accountability, proper management of public affairs and public property as well, to establish effective practices aimed at the prevention of graft and corruption in government.

WHEREAS, in accordance with this policy, local government unit have been mandated by R.A 9485 to set up service standard to be known as the citizen's Charter in the form of information billboards which should be posted at the main entrance of offices or the most conspicuous place, or in the form of published materials written either in English, Filipino, or in local dialect.

WHEREAS, the leadership advocates the promotion of good local governance through clear, transparent, accountable and responsive public service delivery, which is also espoused by R.A 9485.

WHEREAS, the leadership is aware to the benefits that implementation of a Citizen's Charter brought about to other LGU'S and other constituents such as less cost of public service delivery, reduce vulnerability to graft and corruption, availability of feedback mechanism, existence of basis for assessing the performance of the local government and staff, as well as customer satisfaction, equal treatment of clientele, availability of complaints and redress mechanism, and opening of opportunity for people participation on service improvement, among others.

WHEREAS, it is the leadership's desire of the Municipality of Matalam and its constituents, to reap the same benefits as mentioned above through the establishment of its own Citizen's Charter.

NOW THEREFORE, I, OSCAR M. VALDEVIESO, by virtue of the powers vested upon me as the Local Chief Executive of the Municipality of Matalam, I hereby order the following:

Section 1. Establishment of a Citizen's Charter for the Municipality of Matalam. The local government of the Municipality of Matalam shall establish an official document, a service standard, or a pledge, that communicates, in simple terms, information on the services that it provides to its constituents. The said document shall describe step-by-step procedures for availing a particular service, and the guaranteed performance level that the constituents may expect for that service, and shall include the following information:

- Vision and commission on the government office or agency;
- Identification of the frontline services offered, and the recipients of such services;

- The step-by step procedure to obtain a particular service;
- The officer of employee responsible for each step;
- The maximum time to conclude the process;
- Document/s to be presented by the clients, with a clear indication of the relevancy of said document/s;
- The amount of the feed, if necessary;
- The procedure of filing complaints in relation to requests and applications, including the names and contact details of the officials/channels to approach for redress;
- Allowable period of extension due to usual circumstances; i.e. unforeseen events beyond the control of concerned government office or agency; and
- Feedback mechanism, contact numbers to call and/or persons to approach for recommendations, inquiries, suggestions, as well as complaints.

Section 2. Reconstitution of the Steering Committee on the Citizen's Initiative. A steering Committee on Citizen's Charter shall be reconstituted to serve as primary advisory body to the Local Chief Executive in the overall direction and supervision of the Citizen's Charter Initiative. The Steering Committee shall be composed of the following:

Chairperson:

Hon. Oscar M. Valdevieso -Municipal Mayor

Members

Emilia S. Dandoy	-MLGOO
Hon. Cheryl V. Catamco, RN	-Municipal Vice Mayor
Hon. Saturnino B. Amatac	-Committee on Business & Industry
Rolando M. Bernardino	-Municipal Assessor
Lerio D. Miguel, CPA	-Municipal Accountant
Rosalia B. Barraca	-Municipal Treasurer
Trinidad T. Butardo	-Municipal Civil Registrar
Noel V. Espinosa	-Municipal Planning and Development Coordinator
Eleuterio B. Herrera, Jr.	-Municipal Market Supervisor
Samuel F. Faeldonia	- MBO
Marlyn F. Samson, CE	-LDRRMO III
Dr. Rhemia G. Guianan	-Municipal Health Officer
Marilyn M. Akmad	-OIC-MSWDO
Engr. Orlando M. Versola, MPA	-Municipal Engineer
Dr. Wilfredo V. Juloya, Jr.	-Municipal Agriculturist
Wilma J. Ma-aya	-Municipal Social Welfare Officer III
Jermaine Joiee B. Torres	-AO-V/HRMO
Maj Junrel D. Amotan	-COP, Matalam MPS
Fire Sr. Insp. Noel B. Maldo	-OIC-Municipal Fire Marshall

Section 3. Terms of Reference for the Steering Committee. The Steering Committee shall perform the following functions:

- Act as LCE's advisory council in the overall direction and supervision of the Citizen's Charter Initiative's implementation;
- Assist the LCE in setting the goals and objectives of the Citizen's Charter Initiative;
- Assist the LCE in the review and refinement of the Citizen's Charter;
- Lead in advocating and lobbying for institutionalization of the Citizen's Charter to the Sangguniang Bayan through an appropriate ordinance.

Section 4. Reconstitution of the Task Force on Citizen's Charter Preparation. A Task Force in Citizen's Charter Preparation shall be created to take the lead in the formulation, writing and packaging of the Citizen's Charter. The Task Force shall be composed of the Steering Committee:

- The LCE, who shall act as the Task Force Head;
- The MLGOO who shall act as Deputy Task Force Head;
- Heads of Departments providing frontline services;

Section 5. Terms of references for the Task Force, Member of the Task Force shall perform the following functions:

- The Department Heads, assisted by one or two of their senior staffs, shall lead in the review of their office's frontline service in terms of procedure, requirements, charges and fees, in the setting of new service standards, and in the conduct of service provided by their departments;
- The Department Heads shall also be in charge of writing their offices new procedures, list of requirements, and schedule of charges and fees for submission to the Task Force Head;
- The Task Force Head shall see to that standards and deadlines with regard to the citizen's Charter preparations are met, assume responsibility for the review, consolidation and finalization of the published form of the charter;
- The deputy heads shall assist the Task Force, Head of the review and consolidation of the Departments' Outputs, as well as the finalization of the Charter.

Section 6. Compensation and Remuneration.

The Steering Committee and the Task Force of the Citizen's Charter shall perform their duties as such without compensation and remuneration. They shall be entitled to necessary travelling expenses and allowances chargeable against their respective offices, subject to accounting and auditing rules and regulations.

Section 7. Effectivity.

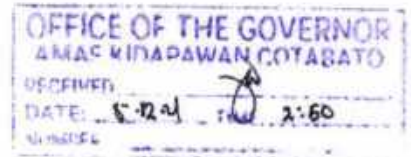
This Executive Order shall take effect immediately.

Done in the Municipality of Matalam, Cotabato this 22nd day of April, 2021.


OSCAR M. VALDEVIESO
Municipal Mayor



Republic of the Philippines
Province of Cotabato
Municipality of Matalam
OFFICE OF THE MUNICIPAL MAYOR



**Executive Order No. 18
Series of 2021**

AN ORDER RECONSTITUTING THE GRIEVANCE COMMITTEE IN THE LOCAL GOVERNMENT UNIT OF MATALAM, PROVINCE OF COTABATO.

WHEREAS, the Civil Service Committee issued Memorandum Circular No. 02 series of 2001, which provides the Revised Policies on the Settlement of Grievances in the Public Sector.

WHEREAS, it aims to promote harmony in the workplace, thereby faster the productivity of each member of the organization;

WHEREAS, a grievance shall be resolved expeditiously at all times at the lowest level possible in the agency. However, if not settled at the lowest level, an aggrieved party shall present his/her grievance (s) step by step following hierarchy of positions;

WHEREAS, the aggrieved party shall be assured freedom from coercion, discrimination, reprisal and biased action on the grievance;

WHEREAS, grievance proceeding shall not be bound by legal rules and technicalities. Even verbal grievance must be acted upon expeditiously. The services of legal counsel shall not be allowed.

NOW THEREFORE, I, **OSCAR M. VALDEVIESO**, Local Chief Executive of the Municipality of Matalam, Province of Cotabato, by virtue of the powers vested in me by law, do hereby order & direct the Reconstitution of the Grievance Committee in the Local Government Unit of Matalam with the following composition:

SECTION I: Composition of Grievance Committee: The Grievance Committee shall be composed of the following:

CHAIRPERSON:

Hon. Oscar M. Valdevieso - Municipal Mayor

MEMBERS:

Hon. Saturnino B. Amatac	-SB Member
Dr. Wilfredo V. Juloya, Jr.	-Municipal Agriculturist/2 nd Level Representative
Lerio D. Miguel, CPA	-Municipal Accountant /2 nd Level Representative
Hargie B. Borra	-MALGEA President
Virgilio M. Fuerte	-2 nd Level Representative
Rhea A. Almarines	-1 st Level Representative
Jhun Rey S. NUenay	-1 st Level Representative

SECTION II - Functions :

1. Formulate guidelines to determine
 - a.) What types of reward be given
 - b.) Level of achievement, and contributions
 - c.) Categories involved as managerial, technical & administrative
 - d.) Types and level of rewards, incentives and penalty
2. Conduct periodic review
3. Conduct information dissemination.

SECTION III. Compensation and Remuneration.

The Members of the Grievance Committee shall perform their duties as such without compensation and remuneration. They shall be entitled to necessary travelling expenses and allowances chargeable against their respective offices, subject to accounting and auditing rules and regulations.

SECTION IV. Effectivity

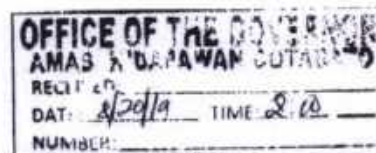
This executive order shall take effect immediately.

DONE this 22nd day of April, 2021 at Matalam, Cotabato..


OSCAR M. VALDEVIESO
Municipal Mayor



Republic of the Philippines
Region XII
Province of Cotabato
MUNICIPALITY OF MATALAM
Matalam, Cotabato



EXECUTIVE ORDER No. 44
Series of 2019

AN ORDER REORGANIZING THE PROGRAM ON AWARDS AND INCENTIVES FOR SERVICE EXCELLENCE (PRAISE) COMMITTEE OF THE MUNICIPALITY OF MATALAM, PROVINCE OF COTABATO

WHEREAS, in line with the Revised Policies on Employee Suggestion and Incentives Awards System (ESIAS) provided under CSC Resolution No. 010112 and CSC MC No- 01 series Of 2001, every LGU is mandated to adopt Program on Awards and Incentives for Service Excellence (PRAISE);

WHEREAS, the system shall be designed to encourage creativity, innovativeness, efficiency and productivity in the public service by recognizing and rewarding officials and employees, individually or in groups for their suggestions, inventions, superior accomplishments and other personal efforts which contribute to the efficiency, economy or other improvements in government operations, or for other extraordinary acts or services in the public interest;

WHEREAS, the PRAISE shall give emphasis on the timeliness of giving awards or recognition. Aside from the conferment of awards during the traditional or planned awarding ceremonies, the spirit of on-the-spot grant of recognition shall also be institutionalized;

WHEREAS, in order to institutionalize the PRAISE in LGU Matalam, the PRAISE Committee shall be created.

NOW THEREFORE, I, **OSCAR M. VALDEVIESO**, Municipal Mayor of the Municipality of Matalam, by virtue of the power vested in me by law, do hereby order:

SECTION 1. Creation of Program on Awards and Incentives for Service Excellence Committee (PRAISE)

The PRAISE Committee shall be composed of the following:

Chairman:	Hon. Oscar M. Valdevieso	-Hon. Mayor
Members:	Noel V. Espinosa	-MPDC
	Samuel F. Faeldonia	-MBO
	Jermaine Joiee B. Torres	-AO V
	Jessica B. Parreñas	-SB Secretary (2nd level)
	Rhea A. Alcueba	-RCC II (1st level)
	Hargie S. Borra	-MALGEA President

SECTION 2. Functions of the PRAISE Committee:

The PRAISE Committee shall have the following functions:

- a. Establish a mechanism for identifying, selecting and providing incentives to deserving employees at the start of each year;
- b. Identify outstanding accomplishments and innovations, best practices of employees on continuing basis;
- c. Recognize and reward accomplishments and innovations periodically or as the need arises;
- d. Provide incentives and interventions to motivate employee who have contributed ideas, suggestions, inventions, discoveries, superior accomplishments and other personal efforts.

SECTION 3. Compensation and Remuneration.

The members of the PRAISE shall perform their duties as such without compensation and remuneration. They shall be entitled to necessary travelling expenses and allowances chargeable against the LGU Funds, subject to accounting and auditing rules and regulations.

SECTION 4. Effectivity.

This ORDER shall take effect immediately.

DONE this 19th day of August, 2019 at Matalam, Cotabato.


OSCAR M. VALDEVIESO
Municipal Mayor

**CUSTOMER FEEDBACK FORM
AND
COMPLAINT FORM**

CUSTOMER FEEDBACK FORM

WE APPRECIATE YOUR COMING TO OUR OFFICE AND AVAILING OF OUR SERVICES. WITH OUR DESIRE TO SERVE YOU BETTER, PLEASE FEEL FREE TO ANSWER THE QUESTION RELEVANT TO YOUR VISIT:

1. NAME: _____
2. ADDRESS: _____
3. DEPARTMENT/OFFICE VISITED:

4. SERVICE AVAILED:

OUR OFFICE

YES

NO

- | | | |
|---|--------------------------|--------------------------|
| 5. IS THE OFFICE EASY TO LOCATE? | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. IS THE OFFICE CLEAN AND ORDERLY? | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. DID YOU FEEL COMFORTABLE? | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. WAS THERE A LONG WAITING LINE OF CUSTOMER? | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. WAS THERE AN APPROPRIATE SIGNAGE OF DIRECTION? | <input type="checkbox"/> | <input type="checkbox"/> |

OUR FRONTLINERS

- | | | |
|--|--------------------------|--------------------------|
| 10. IS THE EMPLOYEE-IN-CHARGE AVAILABLE? | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. IS THE EMPLOYEE-IN-CHARGE KNOWLEDGEABLE? | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. IS THE EMPLOYEE-IN-CHARGE ACCOMODATING? | <input type="checkbox"/> | <input type="checkbox"/> |

COMPLAINTS FORM

DATE

TRANSACTION : _____

OFFICE VISITED : _____

SUBJECT OF COMPLAINT:

NAME OF PERSONNEL: (RESPONDENTS)

COMPLAINANT

COMPLAINTS FORM

DATE

TRANSACTION : _____

OFFICE VISITED : _____

SUBJECT OF COMPLAINT:

NAME OF PERSONNEL: (RESPONDENTS)

COMPLAINANT

ACKNOWLEDGEMENT

The Municipality of Matalam, Province of Cotabato would like to acknowledge with deep appreciation, all the Head of Offices who even in their absence, sent representatives during the one (1) day orientation of the Anti Red Tape Act of 2007.

We would like also to extend our heartfelt gratitude to the members of Provincial Team-DILG XII, Kidapawan City, who assisted in the crafting of CITIZEN'S CHARTER, and Madam Glenda Foronda-Lasaga, Director II, CSCFO XII, Amas, Kidapawan City who oriented us on the Implementing Rules and Regulations of the Anti Red Tape Act.

Finally, Hon. Oscar M. Valdevieso who has been very supportive in the implementation of RA 9485, the last but not the least our Almighty God who provide his wisdom in coming up with his endeavor, the CITIZEN'S CHARTER for the Municipality of Matalam.