

Republic of the Philippines  
PROVINCE OF SURIGAO DEL SUR  
MUNICIPALITY OF CARMEN

**OFFICE OF THE HRMO**

**VISION**

To create significance presence in the Human Resource Management Activities and be a partner of the LGU in achieving service that values, advocates, and strengthens, morale, efficiency, responsive, courtesy and integrity.

**MISSION**

The strategic partner of the local executive in:

- observing and promoting ethical behavior, professionalism, and accountability;
- ensuring competence, productivity, and performance-based security of tenure;
- strengthening the *Mamamayan Muna* service culture; and
- optimizing use of modern technologies and systems in service delivery

## **FRONTLINE SERVICES**

- **PROCESSING OF APPLICATION FOR LEAVE**
- **SECURING OF SERVICE RECORDS, CERTIFICATE OF EMPLOYMENT AND OTHER CERTIFICATIONS**
- **SECURING OF TRAVEL ORDER**
- **SECURING OF PASS SLIP**

**Republic of the Philippines  
PROVINCE OF SURIGAO DEL SUR  
MUNICIPALITY OF CARMEN**

**OFFICE OF THE HRMO**

# **CITIZEN'S CHARTER**

**Type of Service : PROCESSING OF APPLICATION FOR LEAVE**

**Schedule of Availability of Service:**

Monday – Friday

8:00 am – 5:00 pm without noon break

**Who May Avail of the Service:** LGU Officials & Employees

**REQUIREMENTS:**

- Application for Leave (CSC Form No. 1) 4 copies
- Medical Certificate – for sick leave exceeding 5 days and or below 5 days on the discretion of the Local Chief Executive.
- Clearance from money and /or property responsibility – if leave will last for 30 calendar days or more

**How to avail of the service:**

Step	ACTIVITY		Duration of Activity	Person In-charge	Fees	Form
	Applicant/Client	Service Provider				
1	Inform & accomplish 4 copies of application for leave form, and have it approved by the department head or chief of office	Give client Application Form	5 minutes	CATHY & GLO		
	ACTIVITY		Duration of	Person		

<b>Step</b>	<b>Applicant/Client</b>	<b>Service Provider</b>	<b>Activity</b>	<b>In-charge</b>	<b>Fees</b>	<b>Form</b>
<b>2</b>	Submit the application for leave form together with the requirements to the Admin/HRMO	<ul style="list-style-type: none"> <li>• Receive/review accomplished request form and makes sure that supporting documents are in order; computes accrued leave credits; and processes application for leave form.</li> <li>• Records leave application to the logbook and advice the applicant to go back and follow-up the application</li> </ul>	30 minutes	<b>CATHY &amp; GLO</b>		
<b>3</b>		Human Resource Management Officer approves the computation on the application for leave and submit it to the municipal mayor for approval	3 minutes	<b>CATHY</b>		
<b>4</b>	Follow-up application for leave	Inform the client if leave application is approve or disapprove and brief on the reason for disapproval of leave	3 minutes	<b>CATHY &amp; GLO</b>		
<b>5</b>	Get the processed application for Leave and affix signature to the logbook	Release the processed application for leave and file in the individual folder	3 minutes	<b>CATHY &amp; GLO</b>		

**Type of Service**

**: ISSUANCE OF SERVICE RECORD, CERTIFICATE OF  
EMPLOYMENT AND OTHER CERTIFICATIONS**

**Schedule of Availability of Service:**

Monday – Friday

8:00 am – 5:00 pm without noon break

Who May Avail of the Service: LGU Officials & Employees, Retirees

These documents are usually required for:

- Salary loans and other forms of loans
- Credit card applications
- Step Increment/Promotions
- Payment of loyalty pay
- Retirement and terminal leave purposes
- Employment by other firms/agencies upon resignation from the LGU government

### How to avail of the service:

Step	ACTIVITY		Duration of Activity	Person In-charge	Fees	Form
	Applicant/Client	Service Provider				
1	Register in the logbook and accomplish request form	Give and assess the request form and ask client to fill out application request form	5 minutes	CATHY		
2	Wait while the HRMO prints the service record, certificate of employment and other request specified	Encode, check the accuracy of the data and print the service record, certificate of employment and other request specified	10 minutes	CATHY		
3		Affix signature	1 minute	CATHY		
4	Received the requested record	Release and filed	1 minute	CATHY		
<b>END OF THE TRANSACTION</b>						

**Type of Service : SECURING OF TRAVEL ORDER**

**Schedule of Availability of Service:**

Monday – Friday  
8:00 am – 5:00 pm without noon break

**Who May Avail of the Service:** LGU Officials & Employees, farmers, punong barangays and other Registered Pos, NGOs and organizations

**How to avail of the service:**

Step	ACTIVITY		Duration of Activity	Person In-charge	Fees	Form
	Applicant/Client	Service Provider				
1	Submit the filled-up travel order form to the personnel in-charge approved by the requesting office	Receive and record the TO in the logbook Advice the client to go back and follow-up the travel order	5 minutes	CATHY MINDA		
2		Submit the travel order form to the municipal mayor for approval	1 minute	NENE		
3	Return to mayor's office and follow-up the travel order	Affix signature in the approval of the travel order Advice the client and give information on the disapproval of the travel order	1 minute	MAYOR JANE NENE		
4	Receive approved travel order	Release and filed	1 minute	CATHY MINDA		
<b>END OF THE TRANSACTION</b>						



**Type of Service : SECURING OF PASS SLIP**

**Schedule of Availability of Service :**

Monday – Friday  
8:00 am – 5:00 pm without noon break

**Who May Avail of the Service : Municipal Employees**

**How to avail of the service:**

Step	ACTIVITY		Duration of Activity	Person In-charge	Fees	Form
	Applicant/Client	Service Provider				
1	Accomplish 2 copies of an Application for pass slip form and have it approved by the department head or chief of office.	Receive/review accomplished request form	5 minutes	CATHY/ NELDA		
2		Records Application for pass slip and affix signature and submit to the municipal mayor for approval	1 minute	CATHY/ NELDA		

Step	ACTIVITY		Duration of Activity	Person In-charge	Fees	Form
	Applicant/Client	Service Provider				
3		<p>Affix signature in the approval of the pass slip</p> <p>Advise the client and give information on the approval and disapproval of pass slip</p>	1 minute	MAYOR JANE		
4	Receive approved pass slip	<p>Release and filed</p> <p>Advise the client to go back to the office after the travel/business for confirmation of his/her return</p>	1 minute	CATHY & NELDA		
5	Go back to HRMO office and inform the time of return and affix signature on pass slip logbook	Record the time of return	1 minute	CATHY & NELDA		
<b>END OF THE TRANSACTION</b>						

**PROVINCE OF SURIGAO DEL SUR  
MUNICIPALITY OF CARMEN**

**OFFICE OF THE MUNICIPAL MAYOR**

**VISION**

**“AN AGRO-INDUSTRIAL OF SURIGAO DEL SUR, MANAGED BY ITS DYNAMIC LEADERS IN RESILIENT PARTNERSHIP WITH THE EMPOWERED, PROGRESSIVE AND GOD-LOVING COMMUNITY IN A BALANCED AND SUSTAINABLE ECOLOGY”**

**MISSION**

**“ TO HARNESS EVERY CARMENANON’S COMPETENCE IN A THRIVING AGRO-INDUSTRIAL ECONOMY ANCHORED ON A MODERNIZED TECHNOLOGY AND VIABLE MARKET LINKAGES FOR EFFECTIVE AND EFFICIENT DELIVERY OF QUALITY BASIC SERVICES”**

## **FRONTLINE SERVICES**

(Office of the Mayor)

- 1. SECURING OF MAYOR'S PERMIT TO CONDUCT CARAVAN**
- 2. SECURING PERMIT ON ALL ADVERTISING AND PROMOTIONAL ACTIVITIES**
- 3. SECURING MAYOR'S PERMIT TO HOLD RECREATIONAL ACTIVITIES**
- 4. SECURING OF MAYOR'S CLEARANCE & CERTIFICATE OF GOOD MORAL CHARACTER**
- 5. SECURING OF REFERRALS AND RECOMMENDATION AND OTHER CORRESPONDENCE**
- 6. SECURING OF AOTH OF OFFICE**

**Type of Service : SECURING OF MAYOR’S PERMIT TO CONDUCT CARAVAN**

**Schedule of Availability of Service : Monday to Friday - 8:00am to 5:00am (No noon Break)**

**Who May Avail of the Service : Stakeholders**

**How to avail of the service:**

Step	ACTIVITY		Duration of Activity	Person In-charge	Fees	Form
	Applicant/Client	Service Provider				
1	Inform or submit request letter to the receiving clerk or employee-in-charge.	Receive/review the letter request and issue order of payment and advise client to pay at the Municipal Treasurer’s Office	2 minutes	MINDA		
2	Pay at the treasurer’s office	Process payment and issue official receipt (OR)	5 minute	MTO COLLECTORS	P100.00	Order Of Payment
3	Go back to Mayor’s Office and present OR and wait for the request to be processed	The Records Officer or a clerk prepares the permit and submit for approval of the request	10 minute	MINDA		
4		Municipal Mayor approves the permit.	1 minute	MAYOR Jane		
5	Receive approve permit	Release and file request	1 minute	MINDA NENE		
<b>END OF THE TRANSACTION</b>						

**Type of Service : SECURING PERMIT ON ALL  
ADVERTISING AND PROMOTIONAL ACTIVITIES**

**Schedule of Availability of Service : Monday TO Friday - 8:00am to 5:00am (No noon Break)**

**Who May Avail of the Service : Business Sector/Stakeholders**

**How to avail of the service:**

Step	ACTIVITY		Duration of Activity	Person In-charge	Fees	Form
	Applicant/Client	Service Provider				
1	Inform or submit request letter to the receiving clerk or employee-in-charge.	Receive/review the letter request and issue order of payment and advise client to pay at the Municipal Treasurer's Office	2 minutes	MINDA		
2	Pay at the treasurer's office	Process payment and issue official receipt (OR)	5 minute	MTO COLLECTORS	Base on tax code	Order Of Payment
3	Go back to Mayor's Office and present OR and wait for the request to be processed	The Records Officer or a clerk prepares the permit and submit for approval of the request	10 minute	MINDA NENE		
4		Municipal Mayor approves the permit.	1 minute	MAYOR JANE		
5	Receive approve permit	Release and file request	1 minute	MINDA NENE		

**END OF THE TRANSACTION**

## TO HOLD RECREATIONAL ACTIVITIES

**Schedule of Availability of Service** : Monday to Friday - 8:00am to 5:00am (No noon Break)

**Who May Avail of the Service** : **Business Sector/Stakeholders**

### How to avail of the service:

Step	ACTIVITY		Duration of Activity	Person In-charge	Fees	Form
	Applicant/Client	Service Provider				
1	Inform or submit request letter to the receiving clerk or employee-in-charge.	Conduct short briefing for the requirements and issue order of payment and advise client to pay at the Municipal Treasurer's Office	2 minutes	MINDA		
2	Pay at the treasurer's office	Process payment and issue official receipt (OR)	5 minute	MTO COLLECTORS	Base on tax code	Order Of Payment
3	Go back to Mayor's Office and present OR and wait for the request to be processed	The Records Officer or a clerk prepares the permit and submit for approval of the request	10 minute	MINDA		
4		Municipal Mayor approves the permit.	1 minute	MAYOR JANE		
5	Receive approve permit	Release and file request	1 minute	MINDA NENE		
<b>END OF THE TRANSACTION</b>						

## CERTIFICATE OF GOOD MORAL CHARACTER

**Schedule of Availability of Service** : Monday to Friday - 8:00am to 5:00am (No Noon Break)

**Who May Avail of the Service** : Business Sector/Stakeholders

**How to avail of the service:**

Step	ACTIVITY		Duration of Activity	Person In-charge	Fees	Form
	Applicant/Client	Service Provider				
1	Inform or submit request letter to the receiving clerk or employee-in-charge.	Receive/review the letter request and issue order of payment and advise client to pay at the Municipal Treasurer's Office	2 minutes	MINDA		
2	Pay at the treasurer's office	Process payment and issue official receipt (OR)	5 minute	MTO COLLECTORS	Base on tax code	Order Of Payment
3	Go back to Mayor's Office and present OR and wait for the request to be processed	The Records Officer or a clerk prepares the permit and submit for approval of the request	10 minute	MINDA		
4		Municipal Mayor approves the permit.	1 minute	MAYOR JANE		
5	Receive approve permit	Release and file request	1 minute	MINDA NENE		
<b>END OF THE TRANSACTION</b>						



## AND OTHER CORRESPONDENCE

**Schedule of Availability of Service** : Monday to Friday - 8:00am to 5:00am (No noon Break)

**Who May Avail of the Service** : **Citizens of the Municipality**

### How to avail of the service:

Step	ACTIVITY		Duration of Activity	Person In-charge	Fees	Form
	Applicant/Client	Service Provider				
1	Inform the receiving clerk or employee-in-charge of your transactions	Conduct briefing and ask personal information of the clients	2 minutes	MINDA/		
3		The Records Officer or a clerk prepares the document and submit for signing of the municipal mayor	10 minute	MINDA		
4		Municipal Mayor approves the permit.	1 minute	MAYOR JANE		
5	Receive the document	Release and file document	1 minute	MINDA NENE		
<b>END OF THE TRANSACTION</b>						

**Type of Service** : **SUBSCRIPTION OF OATH OF OFFICE, AFFIDAVITS AND OTHER DOCUMENTS**

**Schedule of Availability of Service** : Monday to Friday - 8:00am to 5:00am (No noon Break)

**Who May Avail of the Service** : **Citizens of the Municipality**

**How to avail of the service:**

Step	ACTIVITY		Duration of Activity	Person In-charge	Fees	Form
	Applicant/Client	Service Provider				
1	Proceed to Mayor's Office and inform the receiving desk of the purpose	Provide client with briefing/ instructions Advise the client to proceed to MTO for payment	3 minutes	MINDA		Oath of Office
2	Proceed to the Office of the Treasure for payment	Process payment and issue official receipt (OR)	3 minutes	MTO Collectors	P100.00	
3	Submit the OR to the receiving desk	Encode/type data information and print the document Submit the printed document for LCE 's signature	10 minutes	MINDA & MAYOR JANE		
4	Receive the document	Release and file the document	1 minute	MINDA & NENE		
<b>END OF THE TRANSACTION</b>						

**Republic of the Philippines  
PROVINCE OF SURIGAO DEL SUR  
MUNICIPALITY OF CARMEN  
OFFICE OF THE MPDC**

**VISION**

**A well organized and systematic planning office that could be the anchor of development for social, economic and other sectoral services of the LGU.**

**MISSION**

**To formulate, initiate, consolidate and promote developmental plans, programs and projects of the LGU**

## **FRONTLINE SERVICES**

- **SECURING ZONING CLEARANCE FOR BUSINESS PERMITS.**
- **SECURING OF CERTIFICATE FOR ZONING CLASSIFICATION**
- **SECURING OF LOCATIONAL CLEARANCE FOR BUILDING PERMIT, SUB-DIVISION AND ETC.**
- **SECURING DATA FROM THE MPDC-OFFICE**
- **SECURING COMPUTER GENERATED MAPS**

## **Type of Service :**

- **SECURING ZONING CLEARANCE FOR BUSINESS PERMITS.**
- **SECURING OF CERTIFICATE FOR ZONING CLASSIFICATION**
- **SECURING OF LOCATIONAL CLEARANCE FOR BUILDING PERMIT, SUB-DIVISION AND ETC.**

**Schedule of Availability of Service** : Monday to Friday - 8:00am to 5:00am ( No noon Break)

**Who May Avail of the Service** : **Citizens of the Municipality**

**Before processing, the applicant is required to submit the following documents:**

- Barangay Clearance
- Proof of ownership (Title, tax declaration of rental contract if the applicant not owned the land/building, ect.)
- Certification from the treasurer's office
- Estimated cost of building duly signed by the licensed engineer

### How to avail of the service:

Step	ACTIVITY		Duration of Activity	Person In-charge	Fees	Form
	Applicant/Client	Service Provider				
1	Proceed to the MPDC office, secure application forms and other requirements and make clarifications inquiries	Provide client with briefing/instructions how to fill up the application	5 minutes	Ms. Cuadrado Ms. Saladaga Engr. Bomediano Ms. Jabay		
2	Submit the accomplished application form to the MPDC	Received and review the application and require the applicant payment to the MTO office	5 minute	Engr. Bomediano		
3	Proceed to the Office of the Treasurer for payment	Process payment and issue official receipt (OR)	5 minute	MTO COLLECTORS		
4	Submit the OR to the MPDC office and wait the document	<ul style="list-style-type: none"> <li>• Review the OR and process the documents</li> <li>• Review and approved the documents</li> </ul> Records and entry the documents in the book	5 minute	Ms. Cuadrado Ms. Saladaga Engr. Bomediano Ms. Jabay		
5	Receive the document	Release and file document	1 minute	Ms. Cuadrado Ms. Saladaga Ms. Jabay		
<b>END OF THE TRANSACTION</b>						

## **Type of Service:**

- **SECURING DATA FROM THE MPDC OFFICE**
- **SECURING COMPUTER GENERATED MAPS**

**Schedule of Availability of Service** : Monday to Friday - 8:00am to 5:00am (No noon Break)

Who May Avail of the Service :

## **Requirement:**

- Letter request specifying its purpose in securing data, maps by the duly authorized official.

## How to avail of the service:

Step	ACTIVITY		Duration of Activity	Person In-charge	Fees	Form
	Applicant/Client	Service Provider				
1	Submit letter request to the MPDC - Office	Evaluate the letter request and require the client for payment of service fee to the MTO - Office	3 minutes	Engr. Bomediano		
2	Submit Official Receipt to the office	Process the requested data/maps	30 minute	Ms. Cuadrado Ms. Saladaga Ms. Jabay		
3		Review the printed data/maps	5 minute	Engr. Bomediano		
4	Received the requested data/maps	Records and entry the documents in the book	5 minute	Ms. Cuadrado Ms. Saladaga Ms. Jabay		
5		Release and file document	1 minute	Ms. Cuadrado Ms. Saladaga Ms. Jabay		
<b>END OF THE TRANSACTION</b>						



Republic of the Philippines  
PROVINCE OF SURIGAO DEL SUR  
MUNICIPALITY OF CARMEN

OFFICE OF THE MUNICIPAL AGRICULTURE

**Service Profile (Frontline Service)**

- 1. AVAILING TECHNICAL ASSISTANCE ON CROPS, LIVESTOCK AND FISHERY.**
- 2. AVAILING OF TECHNOLOGY TRANSFER OF CROPS, LIVESTOCK FARMERS (PALAY CHACK SYSTEM) SEASON LONG.**
- 3. AVAILING PEST AND DESEASE CONTROL SERVICES ON CROPS AND LIVESTOCK.**
- 4. AVAILING TREATMENT, VACCINATION, DEWORMING, CASTRATION SMALL AND LARGE CATTLE.**
- 5. AVAILING HIGH YIELDING INBREED, HYBRID VARITIES OF RICE SEEDS AND OTHER HIGH VALUE COMMERCIAL CROPS AND ANIMAL DISPERSAL**

- 6. AVAILING OF AGRICULTURAL AND VETERINARY SUPPLY FOR PEST AND DISEASES CONTROL.**
- 7. AVAILING OF MASS BLOOD SAMPLING TO SUSPECTED ANIMALS AND LARGE CATTLE FOR DEVELOPMENT.**
- 8. AVAILING OF TREATMENT AND MEDICATION OF ANIMALS.**
- 9. EMPLOYMENT ASSISTANCE**
- 10. AVAILING OF ONE-ON-ONE IEC ON AGRICULTURAL SERVICES.**
- 11. AVAILING OF FIELD INSPECTION, CERTIFICATIONS AND COLLECTION OF RICE SEED'S SAMPLES FOR LABORATORY ANALYSIS.**
- 12. SECURING OF VETIRENARY CERTIFICATE ON ANTI/POST MORTEM FOR LARGE CATTLE PRIOR TO SLAUGHTERING.**

**Republic of the Philippines  
PROVINCE OF SURIGAO DEL SUR  
MUNICIPALITY OF CARMEN**

**OFFICE OF THE MUNICIPAL AGRICULTURE**

**CITIZEN'S CHARTER**

**Type of Service** : **AVAILING TECHNICAL ASSISTANCE ON CROPS,  
LIVESTOCK AND FISHERY.**

**Schedule of Availability of services** : **Daily**

**Who may avail of the services** : **Bonafide Farmers, Fisherfolks,  
livestock growers in our municipality.**

**How to avail?**

Step	ACTIVITY		Duration of Activity	Person In-charge	Fees	Form
	Applicant/Client	Service Provider				
1	Inform Officer of the day regarding the problems	The officer of the day will refer the client to the	15 minutes	For crops (Dodz, Vicing, Goning For livestock		

		concern Agricultural Technician of a certain sector.		(Rudz,Dokz,Bing) For fishery (Jerem)		
2	Proceed to concern A.T and explain about his/her problems	Conduct interview and gather information regarding his/her problem	15 minutes	For crops (Dodz, Vicing,Goning) For livestock (Rudz,Dokz,Bing) For fishery (Jerem)		
3		The technician concern will prescribed the problem presented by the clients	15 minutes	For crops (Dodz, Vicing,Goning) For livestock (Rudz,Dokz,Bing) For fishery (Jerem)		
4	Comply the prescription of the AT	Give instruction to client to go back after complying the prescription		For crops (Dodz, Vicing,Goning) For livestock (Rudz,Dokz,Bing) For fishery (Jerem)		
5	Inform the concern AT the availability of the requirements	Actual application of the solution of the problem	6 hours	For crops (Dodz, Vicing,Goning) For livestock (Rudz,Dokz,Bing) For fishery (Jerem)		
<b>END OF THE TRANSACTION</b>						

**Type of Service : AVAILING OF TECHNOLOGY TRANSFER TO CROPS LIVESTOCK FARMERS**

**Schedule of Availability of services : Daily**

**Who may avail of the services : Bonafide Farmers, Fisherfolks, livestock growers in our municipality.**

**How to avail?**

Step	ACTIVITY		Duration of Activity	Person In-charge	Fees	Form
	Applicant/Client	Service Provider				
1	Officer/member of the any farmers, fisherfolks, livestock grower association their intention to avail specific trainings no. of pax. No. of days to the A.T assigned in their barangay.	Agricultural Tech. where the intention request for training came from would prepare a training design that suit to the customers needs	15 minutes	For crops (Dodz, Vicing, Goning) For livestock (Rudz, Dokz, Bing) For fishery (Jerem)		
2	Comply all the necessary requirements	A.T will in form and set the exact schedule of the seminar	15 minutes	For crops – Dodz, Vicing & Goning ) For livestock (Rudz, Dokz, For fishery (Jerem)		

Step	ACTIVITY		Duration of Activity	Person In-charge	Fees	Form
	Applicant/Client	Service Provider				
3			15 minutes	For crops Dodz, Vicing, Goning For livestock (Rudz, Dokz, Bing) For fishery (Jerem)		
4				For crops (Dodz, Vicing, Goning) For livestock (Rudz, Dokz, Bing) For fishery (Jerem)		
5			6 hours	For crops (Dodz, Vicing, Goning) For livestock (Rudz, Dokz, Bing) For fishery (Jerem)		
<b>END OF THE TRANSACTION</b>						



*Republic of the Philippines*  
Province of Surigao del Sur  
Municipality of Carmen

**OFFICE OF THE MENRO**

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Located at Farmer's Training Center  
Carmen, Surigao del Sur  
**Mr. Ereneo M. Butawan - MENRO**

**VISION:**

**MISSION:**

## MENRO SERVICE PROFILE

TYPE OF SERVICE	WHAT SERVICE THE CLIENT CAN AVAIL	PERSON RESPONSIBLE	TYPE OF CLIENT
<b>EXTENSION AND DEVELOPMENT SERVICES</b>	1. Availing of Information Education , and communication (IEC) on environment awareness and citizen responsibility	MENRO	Upland Farmers, IP's and the community
	2. Special Projects – Demo Farm Establishment Agro forestry	MENRO	Tree Farmer's Agricultural Student
	3. Nursery/ seedling/plant material propagation	MENRO, PO	Tree Farmers & NGOs
	4. Policy and Plans Formulation	MENRO, Stake Holders & SB	Citizens



TYPE OF SERVICE	WHAT SERVICE THE CLIENT CAN AVAIL	PERSON RESPONSIBLE	TYPE OF CLIENT
<p style="text-align: center;"><b>ENVIRONMENT CONSERVATION &amp; PROTECTION</b></p>	5. Zoning of CNF, watershed and production forest/ pat rolling/reconnaissance, confiscation & apprehension	MENRO, Mun. FGs, MFPC & DENR	Upland & lowland Farmers & Permittee
	6. Municipal Water River Bank Protection	Pos & MENRO	Rice Farmers, Fisher folk and lowland community
	7. Enforcement of RA 9003/ Ecological Solid Waste Management	MSWMB, BSWMB & MENRO	Local Community & Purok Leaders
	4. Policy and Plans Formulation	MENRO	Farmers Processor

**Type of Service** : **AVAILING OF INFORMATION, EDUCATION ON ENVIRONMENT AWARENESS AND CITIZEN RESPONSIBILITY**

**Schedule of Availability of Service** : Monday to Friday - 8:00am to 5:00am

**Who May Avail of the Service** : **Barangay Council. Pos and DepEd Students**

**How to avail of the service:**

Step	ACTIVITY		Duration of Activity	Person In-charge	Fees	Form
	Applicant/Client	Service Provider				
1	Submit written request by interested party	Receive request, review and set the schedule	2 hours	Boy Butawan	None	None
2	Organize/recruit participants	Prepare speaker/resource person and materials	3 hours	Boy Butawan	None	None
3	Finalize/confirm date of activity	Finalize preparation of deliverables	8 hours	Boy Butawan	None	None
4	Active Participation	Conduct/deliver information education and communication	8 hours	Boy Butawan	None	None
5	Exhibit awareness	Conduct Post Learning Evaluation	15 mins.	Boy Butawan	None	None
<b>END OF THE TRANSACTION</b>						

**Type of Service : ESTABLISHMENT/OPERATION/MAINTENANCE OF DEMO FARM/ AGRO FORESTRY**

**Schedule of Availability of Service : Monday to Friday - 8:00am to 5:00am**

**Who May Avail of the Service : Farmers visitors/ Pos & Dep-Ed Students**

**How to avail of the service:**

Step	ACTIVITY		Duration of Activity	Person In-charge	Fees	Form
	Applicant/Client	Service Provider				
1	Submit written request by interested party	Receive request, review and set the schedule	2 hours	Boy Butawan	None	None
2	Finalize/confirm date of activity	Finalize preparation of deliverables/ lectures	8 hours	Boy Butawan	None	None
3	Active Participation	Conduct/deliver information education and communication	8 hours	Boy Butawan	None	None
4	Exhibit awareness	Conduct Post Learning Evaluation	15 mins.	Boy Butawan	None	None
<b>END OF THE TRANSACTION</b>						

**Type of Service** : **NURSERY OPERATION AND SEEDLING  
RODUCTION/DISTRIBUTION**

**Schedule of Availability of Service** : Monday to Friday - 8:00am to 5:00am

**Who May Avail of the Service** : **Upland Farmer Visitor's/ POs**

**How to avail of the service:**

Step	ACTIVITY		Duration of Activity	Person In-charge	Fees	Form
	Applicant/Client	Service Provider				
1	Submit written request by interested party	Receive request, review and set the schedule	2 hours	Boy Butawan	None	None
2	Finalize/confirm date of activity/Planting	Prepare documents and submit to the office of the mayor for approval  Advise the client to proceed to treasurer's office for payment	8 hours	Boy Butawan	None	None
3	Proceed to MTO for payment	Receive payment and issue official receipt	3 mins.	MTO collectors	1.50/seedling	OR
4	Go back to MENRO office for the withdrawal of seedlings	Release/ Documentation & Filed	2 hours	Boy Butawan	None	None
<b>END OF THE TRANSACTION</b>						

**Type of Service : FORMULATION OF PLANS AND POLICY**

**Schedule of Availability of Service : Monday to Friday - 8:00am to 5:00am**

**Who May Avail of the Service : LCE, SB & Stakeholders**

**How to avail of the service:**

Step	ACTIVITY		Duration of Activity	Person In-charge	Fees	Form
	Applicant/Client	Service Provider				
1	Present of issues and problems and concern to MENRO	Receive issues, problems, validate, synthesize. (Problem Tree Analysis or SWOT) Draft Policy/Plans and present to stakeholder	16 hours/ document	Boy Butawan	None	None
2	Critiquing/review and synthesizing	Revision, improvement of draft	8 hours	Boy Butawan	None	None
3	Second round of review and refinement	Finalization of draft and submission to concern authority	8 hours	MENRO	None	None
4	Endorsement , approval, adoption and enactment	Release/ Documentation for implementation/ enforcement	24 hours	Boy Butawan	None	None
<b>END OF THE TRANSACTION</b>						

**Type of Service** : **ZONING OF CNF, WATERSHED AND PRODUCTION FOREST, PATROLLING, RECONNAISSANCE, CONFISCATION AND APPREHENSION**

**Schedule of Availability of Service** : Monday to Friday - 8:00am to 5:00am

**Who May Avail of the Service** : **Local citizens, Brgy. Officials & MFPC**

**How to avail of the service:**

Step	ACTIVITY		Duration of Activity	Person In-charge	Fees	Form
	Applicant/Client	Service Provider				
1	Present of issues and problems and violators to MENRO	Receive issues, violators, validate, analyze document and evidences	16 hours/ document	Boy Butawan/ Stakeholders	None	None
2	Validate information, act as validation guide and stand as witness	Preparation of documents, evidences, confiscate and apprehend	16 hours	Boy Butawan	None	None
3		Settlement or filling of complaint at DENR-CENRO	16hours	MENRO, FGs PNP & DENR	None	None
4	Receive award & incentive	Documentation for settlement Collection of Penalty	8 hours	Boy Butawan	To be determine	None
<b>END OF THE TRANSACTION</b>						

**Type of Service** : **MUNICIPAL WATER/ RIVER BANK PROTECTION**

**Schedule of Availability of Service** : Monday to Friday - 8:00am to 5:00am

**Who May Avail of the Service** : **Brgy. Officials & MFPC**

**How to avail of the service:**

Step	ACTIVITY		Duration of Activity	Person In-charge	Fees	Form
	Applicant/Client	Service Provider				
1	Present of issues and problems and violators to MENRO	Receive issues, violators, validate, analyze document and evidences	16 hours/ document	Boy Butawan/ Stakeholders	None	None
2	Validate information, act as validation guide and stand as witness	Preparation of documents, evidences, confiscate and apprehend	16 hours	Boy Butawan	None	None
3	Act as consultant / jury	Settlement or filling of complaint at DENR-CENRO/ Office of the Mayor	16ours	MENRO, FGs PNP & DENR	None	None
4	Receive/ implement Protection Plan	Coordination Plan implementation Collection of Penalty	24 hours	Boy Butawan, CRM & MTO	To be determine	None
<b>END OF THE TRANSACTION</b>						

**Type of Service** : ENFORCEMENT OF ECOLOGICAL SOLID WASTE MANAGMENT

**Schedule of Availability of Service** : Monday to Friday - 8:00am to 5:00am

**Who May Avail of the Service** : Purok leaders and barangay officials

**How to avail of the service:**

Step	ACTIVITY		Duration of Activity	Person In-charge	Fees	Form
	Applicant/Client	Service Provider				
1	Present of issues and problems and violators to MENRO	Receive issues, violators, validate, analyze document and evidences	16 hours/ document	Boy Butawan/ brgy. Tanods/ PNP	None	None
2	Validate information, act as validation guide and stand as witness	Preparation of documents, evidences, confiscate and apprehend	16 hours	Boy Butawan/ CRM Coor.	None	None
3	Act as consultant / jury	Settlement or filling of complaint at DENR-CENRO/ Office of the Mayor	16ours	MENRO, Tanods/ PNP	None	None
4	Constant Monitoring	Coordination Plan implementation Collection of Penalty	24 hours	Boy Butawan, CRM & MTO	To be determine	None
<b>END OF THE TRANSACTION</b>						



**Type of Service** : **COMPOSTING-PRODUCTION OF ORGANIC FERTILIZER**

**Schedule of Availability of Service** : Monday to Friday - 8:00am to 5:00am

**Who May Avail of the Service** : **Rice farmers, PO leaders & barangay officials**

**How to avail of the service:**

Step	ACTIVITY		Duration of Activity	Person In-charge	Fees	Form
	Applicant/Client	Service Provider				
1	Attend orientation on segregation/synchronized collection	Facilitate orientation	2 hours/ session	Boy Butawan/	None	None
2	Donate/share biodegradable waste	Collection – composting and production of fertilizer	2.5 bags/hour	Boy Butawan/ laborer	None	None
3	Purchase/utilize organic fertilizer	Make organic fertilizer available at all times	8 hours/day	MENRO, MTO/Laborer	250.00/bag	None
4	Constant Monitoring on Product performance	Constant product performance monitoring and improvement	8 hours	Boy Butawan,		None
<b>END OF THE TRANSACTION</b>						