

Civil Service Commission
ARTA Report Card Survey

FRONTLINE SERVICES IDENTIFIED IN THE CITIZEN'S CHARTER

In preparation for the conduct of the Report Card Survey, pursuant to Sec. 10 of RA 9485 (Anti Red Tape Act of 2007), the commission requests all agencies to provide the following information regarding the Frontline Services Identified in their respective Citizen's Charters.

Region : Region XIII (CARAGA)
Agency : Municipal Government Unit of Carmen, Surigao del Sur

FRONTLINE SERVICES	DAILY AVERAGE NUMBERS OF CLIENTS (or approximate number of clients per day)
OFFICE OF THE MAYOR:	
1. SECURING OF MAYOR'S PERMIT & BUSINESS LICENSING	5 CLIENTS/DAY
2. SECURING PERMIT ON ALL ADVERTISING AND PROMOTIONAL ACTIVITIES	6 CLIENTS/MONTH
3. SECURING MAYOR'S PERMIT TO HOLD RECREATIONAL ACTIVITIES	5 CLIENTS/MONTH
4. SECURING OF MAYOR'S CLEARANCE & CERTIFICATE OF GOOD MORAL CHARACTER	8 CLIENTS/DAY
5. SECURING OF REFERRALS AND OTHER RECOMMENDATION AND OTHER CORRESPONDENCE	3 CLIENTS/ PER
6. SECURING OF AOTH OF OFFICE	5 CLIENTS/DAY

OFFICE OF THE HRMO:	
1. PROCESSING OF APPLICATION FOR LEAVE	10 CLIENTS/DAY
2. SECURING OF SERVICE RECORDS, CERTIFICATE OF EMPLOYMENT AND OTHER CERTIFICATIONS	10 CLIENTS/DAY

FRONTLINE SERVICES	DAILY AVERAGE NUMBERS OF CLIENTS (or approximate number of clients per day)
OFFICE OF THE HRMO:	
3. SECURING OF TRAVEL ORDER	25 CLIENTS/DAY
4. SECURING OF PASS SLIP	6 CLIENTS/DAY
OFFICE OF THE TREASURER:	
1. REQUISITION OF RPT BILLING/COMPUTATION OF TAX DUE	20 CLIENTS/DAY
1. PAYMENT OF PROPERTY TAXES	18 CLIENTS/DAY
2. SECURING CERTIFICATION OF RPT PAYMENT/TAX CLEARANCE	5 CLIENTS/DAY
3. REQUISITION OF BUSINESS TAX/LICENSE BILLING	5 CLIENTS/DAY
4. PAYMENT OF MAYOR'S PERMIT AND BUSINESS LICENSE	5 CLIENTS/DAY
5. PAYMENT OF MARKET STALL RENTALS, MARKET FEES AND RENEWAL OF LEASE CONTRACT	1 CLIENT/DAY

6. REGISTRATION OF MOTORIZED TRICYCLE AND BICYCLE	2 CLIENTS/DAY
7. REGISTRATION/TRANSFER OF OWNERSHIP OF LARGE CATTLE	2 CLIENTS/DAY
8. REGISTRATION OF AGRICULTURAL MACHINERIES	1 CLIENT/DAY
9. SECURING OF OFFICIAL RECEIPTS FOR THE PAYMENT OF MEDICAL AND DENTAL SERVICES	50 CLIENTS/DAY
10. ISSUANCE OF OFFICIAL RECEIPTS FOR SLAUGHTERING FEES	5 CLIENTS/DAY
11. SECURING OF OR ON POLICE CLEARANCE AND OTHER SECRETARY'S FEES	25 CLIENTS/DAY
12. SECURING COMMUNITY TAX CERTIFICATION (CTC)	5 CLIENTS/DAY
13. PAYMENT OF ZONING FEES AND ELECTRICAL INSTALLATION	1 CLIENT/DAY

FRONTLINE SERVICES	DAILY AVERAGE NUMBERS OF CLIENTS (or approximate number of clients per day)
OFFICE OF THE TREASURER:	
14. PAYMENT OF ZONING FEES AND ELECTRICAL INSTALLATION	1 CLIENT/DAY
15. PAYMENT OF SALARIES & WAGES OF MUNICIPAL OFFICIALS, EMPLOYEES, JOB ORDERS AND LABORERS	150 CLIENTS/MONTH
16. PAYMENT OF GOVERNMENT PURCHASES OF GOODS AND SERVICES	5 CLIENTS/DAY

17. ISSUANCE OF OFFICIAL RECEIPT FOR BIDDER'S BOND	1 CLIENT/DAY
18. ACCEPTANCE OF DELIVERIES OF VARIOUS SUPPLIES AND MATERIALS	2 CLIENTS/DAY
19. REQUISITION OF ACCOUNTABLE FORM # 51	1 CLIENT/ MONTH
20. REMITTANCE OF BARANGAY COLLECTION OF CTC	3 CLIENTS/MONTH
OFFICE OF THE LOCAL CIVIL REGISTRAR:	
1. REQUESTING CERTIFICATION ON THE AVAILABILITY/NON-AVAILABILITY OF BIRTH, MARRIAGE & DEATH CERTIFICATE	17 CLIENTS/DAY
2. REQUESTING PREPARATION OF BIRTH, MARRIAGE & DEATH CERTIFICATE	19 CLIENTS/DAY
3. REQUESTING A CERTIFIED TRUE COPY OF BIRTH, MARRIAGE & DEATH CERTIFICATES	34 CLIENTS/DAY
4. DELAYED OR OUT OF TOWN PREPARATION & REGISTRATION OF CIVIL REGISTRY RECORDS	11 CLIENTS/DAY
5. APPLYING FOR MARRIAGE LICENSE	5 CLIENTS/DAY
6. REQUESTING ENDORSEMENT OF REGISTRY RECORD TO THE CIVIL REGISTRAR GENERAL	14 CLIENTS/DAY
7. REGISTRATION OF BIRTH, MARRIAGE & DEATH CERTIFICATE	12 CLIENTS/DAY
8. REGISTRATION OF LEGAL INSTRUMENTS/LEGITIMATION OF NATURAL CHILD	4 CLIENTS/DAY
9. FILLING AUTHORIZATION TO ALLOW ILLEGITIMATE CHILDREN TO USE SURNAME OF THE FATHER ACCORDING TO RA 9255	6 CLIENTS/DAY

FRONTLINE SERVICES	DAILY AVERAGE NUMBERS OF CLIENTS (or approximate number of clients per day)
OFFICE OF THE MUNICIPAL ASSESSOR:	
1. SECURING OWNER'S COPY UPDATED TAX DECLARATION	6CLIENT/DAY
2. SECURING ASSESSMENT FOR A NEW BUILDINGS, MACHINERIES AND OTHER UNDECLARED REAL PROPERTIES	2 CLIENTS/MONTH
3. SECURING CERTIFICATE OF ASSESSMENT RECORDS	5 CLIENTS/DAY
4. CANCELING OF ASSESSMENT RECORDS/TAX DECLARATION	3 CLIENT/DAY
5. VERIFYING PROPERTY LOCATION AND SECURING SKETCH PLAN/VICINITY MAP	2 CLIENTS/DAY
OFFICE OF THE MUNICIPAL ENGINEER:	
1. SECURING A BUILDING PERMIT	1 CLIENT/MONTH
2. SECURING AN ELECTRICAL PERMIT	2 CLIENTS/WEEK
OFFICE OF THE MPDC:	
1. SECURING OF ZONING PERMIT	2 CLIENTS/WEEK
OFFICE OF THE MSWDO:	
1. AVAILING OF ASSISTANCE IN CRISIS SITUATION (AICS)	4 CLIENT/MONTH
2. SECURING OF CERTIFICATE OF INDIGENCY	10 CLIENTS/MONTH
3. MARRIAGE COUNSELING	5 CLIENTS/DAY
4. AVAILING OF CARE & PROTECTION FOR DIFFICULT CIRCUMSTANCES	1 CLIENTS/MONTH

5. DISASTER RELIEF ASSISTANCE	250 HOUSEHOLDS DURING DESASTER
OFFICE OF THE MUNICIPAL AGRICULTURE:	
1. AVAILING TECHNICAL ASSISTANCE ON CROPS, LIVESTOCK AND FISHERY	30 CLIENTS/DAY
2. AVAILING ON TECHNOLOGY TRANSFER TO CROPS, LIVESTOCK FARMERS (PALAY CHECK SYSTEM) SEASON LONG	120 CLIENTS/ SEASON

FRONTLINE SERVICES	DAILY AVERAGE NUMBERS OF CLIENTS (or approximate number of clients per day)
3. AVAILING PEST AND DISEASE CONTROL SERVICES ON CROPS AND LIVESTOCK	5 CLIENTS/ DAY
4. AVAILING TREATMENT, VACCINATION , DEWORMING , CASTRATION SMALL AND LARGE CATTLE	24 CLIENTS/ WEEK
5. AVAILING HIGH YIELDING INBREED, HYBRID VARIETIES OF RICE SEEDS AND OTHER HIGH VALUE COMMERCIAL CROPS AND ANIMAL DISPERSAL	400 CLIENTS/MONTH
6. AVAILING OF AGRICULTURAL AND VETERINARY SUPPLY FOR PEST AND DISEASES CONTROL	3 CLIENTS/ DAY
7. AVAILING OF MASS BLOOD SAMPLING TO SUSPECTED ANIMALS AND LARGE CATTLE FOR DEVELOPMENT	2 CLIENTS/DAY
8. AVAILING OF TREATMENT AND MEDICATION OF ANIMALS	2 CLIENTS/ DAY
9. EMPLOYMENT ASSISTANCE	2 CLIENTS/DAY
10. AVAILING OF ONE-ON-ONE IEC ON AGRICULTURAL SERVICES	10 CLIENTS/DAY
11. AVAILING OF FIELD INSPECTION, CERTIFICATIONS AND COLLECTION OF RICE SEEDS SAMPLES FOR LABORATORY ANALYSIS	14 /CLIENTS/ SEASON
12. SECURING OF VETIRENARY CERTIFICATE ON NTI/POST MORTEM FOR LARGE CATTLE PRIOR SA SLAUGHTERING	1 CLIENT/DAY

OFFICE OF THE MUNICIPAL HEALTH:	
1. AVAILING OF GENERAL CONSULTATION, TREATMENT OF MINOR MEDICAL CASES AND EMERGENCIES	50 CLIENTS/DAY
2. AVAILING OF MATERNAL CARE SERVICES (PRE & POST NATAL CARE)	30 CLIENTS/DAY
3. AVAILING OF FAMILY PLANNING SERVICES/COUNSELING	36 CLIENTS/DAY
4. AVAILING OF IMMUNIZATION SERVICES	69 CLIENTS/DAY
5. AVAILING OF LABORATORY EXAMINATIONS	10 CLIENTS/DAY
6. AVAILING OF TB DOTS/NTP SERVICES	4 CLIENTS/DAY
7. SECURING HEALTH/MEDICAL CERTIFICATE	3 CLIENTS/DAY
8. AVAILING DENTAL SERVICES	CLIENTS/DAY
9. SECURING SANITARY PERMIT/ CLEARANCE FOR BUSINESS ESTABLISHMENT OPERATION	5 CLIENTS/DAY
10. PURSUING SANITATION-RELATED COMPLAINTS	2 CLIENTS/DAY

Prepared & Consolidated by:

CATHERINE A. ARIENZA
Administrative Officer/HRMO

Approved:

ANTONIO T. BORDA, JR.
Municipal Mayor