



MUNICIPAL GOVERNMENT OF KITAOTAO

CITIZEN'S CHARTER

2024(1st EDITION)



MUNICIPAL GOVERNMENT OF KITAOTAO

CITIZEN'S CHARTER

2024(1st EDITION)



AGENCY PROFILE

I. **Mandate:**

The Local Government Unit of Kitaotao oversees the implementation of the Ease of Doing Business and Efficient Government Services Delivery Act of 2018.

II. **Vision:**

Kitaotao, a peaceful tourist destination of Southern Bukidnon, ideal place for investment with sustainable and advance agri-industry, balanced ecology, home of empowered and resilient people who takes pride of its heritage within the paradigm of responsible governance.

III. **Mission:**

The promotion of the general welfare of the people is the concern and duty of the Municipal Government. Towards this end, the Municipal Government shall work for the effective implementation of the Local Government Code to effectively conserve, regenerate, utilize potential natural resources, increase investment and employment opportunities, increase agricultural productivity and improve delivery of basic services.

IV. **Service Pledge:**

We, the Officials and employees of the Local Government Unit of Kitaotao commit to:

- G** give prompt, courteous, adequate and simplified service
- I** instill commitment and dedication in the discharge of our functions
- V** value every customer's needs
- E** enhance accessibility, efficiency, seek suggestions and feedback to improve performance

- A** always ready for transparent service
- L** learn efficient techniques in the delivery of basic services
- L** looking forward for every opportunity to serve

All these we pledge, because you deserve no less.



Municipality of Kitaotao
Republic of the Philippines
Province of Bukidnon

Office of the Municipal Mayor

Message

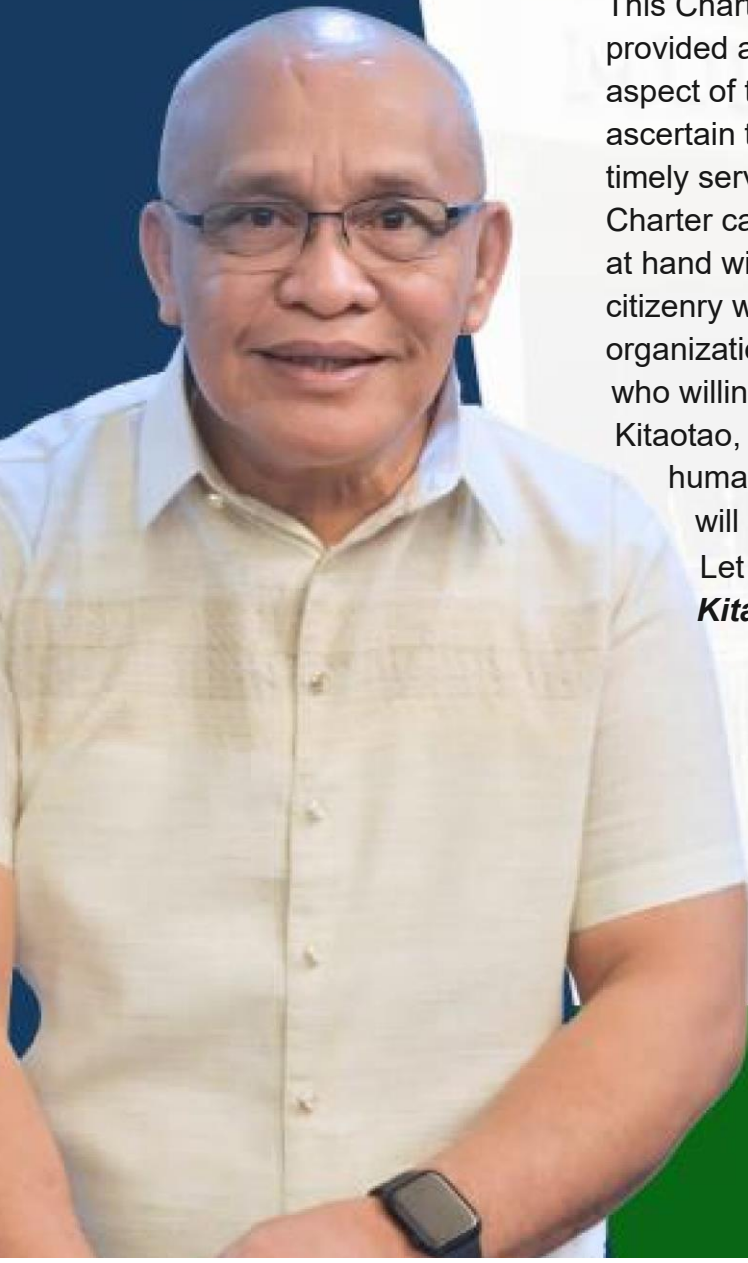
The Citizen's Charter of The Municipality of Kitaotao is a document embodying the LGU commitment to public service and accountability of its action. It is also a collective expression of all employees in the municipality that the public is supreme and that they must be served with utmost responsibility, integrity, loyalty and efficiency.

This Charter also prominently defines the nature of services provided and standards of service delivery especially on the aspect of timeliness. Every provision laid in this document will ascertain that every transacting citizen will receive quality and timely services. It must be understood however, the Citizen Charter cannot simply be a sole assurance that quality service be at hand with ease but requires participation of enlightened citizenry who are conscious of their basic rights and an organization of truly dedicated and committed public servants who willingly accept accountability. In this respect, LGU Kitaotao, shall continuously embark on the development of its human resources and adopt new technologies that will improve the delivery of basic services for the people.

Let us serve the people with dedication and accountability.
Kitaotao Palanggaon Ko Ikaw.....

EDWIN P. ABUCAYAN

Municipal Mayor





Republic of the Philippines
Province Of Bukidnon
Municipality of Kitaotao

Office of the Vice Mayor

Message

In order to provide a more responsive and citizen -friendly governance, the Municipality of Kitaotao complies with the provisions of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018. This Citizen's Charter handbook will serve as guidelines of different services that the Municipality provides, including those offered to external and internal clients. It, likewise, contains the directory of the municipal officials and officers along with feedback and complaint mechanisms utilized. We aim to guarantee that all internal and external services rendered by this Municipality are provided promptly, effectively, and transparently through the updated Citizen's Charter handbook.

By establishing this Citizen's Charter, we seek to strengthen our own authority and create a better bureaucracy that constantly prioritizes people's interests first.

Together, let us elevate the Municipal Government of Kitaotao to the status of exemplary public service provider, demonstrating effective and efficient leadership.

MARY ANN G. ANGIT
Municipal Vice Mayor





LIST OF SERVICES

MUNICIPAL ACCOUNTING OFFICE	13
EXTERNAL SERVICES	14
Request for Issuance of Withholding Tax Certificate (Bir Form 2307)	15
Request for Review of Disbursement Vouchers and Supporting Documents for Travel Cash Advances	17
Request for Review of Disbursement Vouchers and Supporting Documents for Travel Reimbursements	19
Request for Review of Disbursement Vouchers and Supporting Documents with Bidding (Goods)	21
Request for Review of Disbursement Vouchers and Supporting Documents with Bidding (Infrastructure Projects)	24
INTERNAL SERVICES	27
Request for Review of Liquidation Reports for Travel Cash Advances.....	28
Request for Certificate of Net Take Home Pay	30
MUNICIPAL ADMINISTRATOR OFFICE	32
EXTERNAL SERVICES	33
Request of Technical Assistance at the Barangay Level	34
Request Provision Over Meetings	35
MUNICIPAL AGRICULTURE OFFICE	36
INTERNAL SERVICES	37
Request for Project Validation, Monitoring and Evaluation	38
INTERNAL/ EXTERNAL SERVICES	39
Animal Breeding Services	40
Animal Health Management and Services	42
Application of Claim for Indemnity	44
Issuance of Certification – Endorsement	46
Issuance of Certification for Live Animals Intended for Travel and Slaughter	48
Resource Person Engagement Services	50
Request for Enrolment to Registry System for Basic Sectors in Agriculture (RSBSA)	52
Request for Farm Inputs	54
Request for Crop and Livestock Insurance	56
Request for Soil Sampling	58
Request for Technical Assistance	60
Request for Tractor Services	62



MUNICIPAL ASSESSOR'S OFFICE	64
INTERNAL/ EXTERNAL SERVICES	65
Ocular Inspection Services for District 1 Barangays	66
Ocular Inspection Services for District 2 Barangays	68
Ocular Inspection Services for District 3 Barangays	70
Ocular Inspection Services for District 4 Barangays	72
Request for Assessment of Newly Discovered Real Property	74
Request to Cancel the Real Property Tax Declaration	79
Request for Certification and Plain Copy of Real Property	82
Request to Change the Classification of the Real Property	84
Ocular Inspection Scheduling Services	87
Request for Reassessment of Real Property	89
Request for Segregation/Subdivision of Land	92
Record Verification Services	95
Request to Transfer the Real Property Ownership	98
MUNICIPAL BUDGET OFFICE	101
INTERNAL SERVICES	102
Request for Certification of Availability of Appropriations to which Expenditures and Obligations may be Properly Charged	103
Issuance of Utilization Report General Fund and Special Funds	105
MUNICIPAL BUSINESS PROCESSING AND LICENSING OFFICE	106
EXTERNAL SERVICES	107
Issuance of New Business Permit	108
Issuance of Renewal Business Permit	111
Issuance of Certification Of Business Cessation	114
Issuance of Certification Of Business Cessation	115
Issuance of Data Information	116
Request for Verification of Business Registration	117
MUNICIPAL CIVIL REGISTRY OFFICE	118
INTERNAL/ EXTERNAL SERVICES	119
Application for Marriage License	120
Acknowledgement/ Admission of Paternity Services	123
Legitimation Services	125
Petition for Correction of Clerical/ Typographical Error in the Certificate of Live Birth (COLB), Certificate of Marriage (COM), and Certificate of Death (COD)	



for R.A. 9048 Services	128
Petition for Change of First Name Services	130
Petition for Correction of Sex per R.A. 10172 Services	133
Petition for Correction of Month & Date of Birth per R.A. 10172 Services	136
Certificate of Death Services	139
Certificate of Marriage Services	142
Certificate of Live Birth Services	145
Certificate of Live Birth for Out-Of Town Services	149
Request for Certification (Certificate of Live Birth, Certificate of Marriage & Certificate of Death).....	151
Request for Security Paper (Certificate of Live Birth, Certificate of Marriage, Certificate of Death & Certificate Of No Marriage)	154
MUNICIPAL DISASTER RISK REDUCTION MANAGEMENT OFFICE	156
EXTERNAL SERVICES	157
Request for Incident Report Certification	158
INTERNAL/ EXTERNAL SERVICES	160
Emergency Response Services	161
Request for DRRM-Relevant Trainings and Seminars	163
Request for DRRM-Related Information Materials.....	164
Provision of Readily Available Information Materials Services	166
MUNICIPAL ENGINEERING OFFICE	167
EXTERNAL SERVICES	168
Issuance of Detailed Engineering Design and Program of Works	169
Issuance of Building Permit	171
MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE	181
EXTERNAL SERVICES	182
Issuance of Environmental Clearance	183
Request for Schedule of Bio-Degradable Waste Collection Services	185
MUNICIPAL GENERAL SERVICES OFFICE	187
EXTERNAL SERVICES	188
Application for Rental of Heavy Equipment	189
INTERNAL SERVICES	191
Issuance of Clearance (Retirement/Resigned)	192
Request for Disposal of Properties	193
Request of Preventive Maintenance Service (Heavy Equipment)	195
Request of Preventive Maintenance Service (Light Vehicle)	196
Request of Repair for Major and Minor of Heavy Equipment	197



Request of Repair Major and Minor of Light Vehicle.....	198
Renewal of GSIS Insurance for all Moving and Fixed Assets Services	199
INTERNAL/ EXTERNAL SERVICES	202
Issuances of Fuel Withdrawal Slip	203
Burial Area Services	204
Grass Cutting Services	205
MUNICIPAL HEALTH OFFICE	206
INTERNAL/ EXTERNAL SERVICES	207
Child Care Services	208
Drug Dispensing Services	213
Family Planning Services	215
Food And Environmental Sanitation Services	217
Immunization Services	219
Issuance of Health Certificate	221
Issuance of Medical Certificate	223
Issuance of Medico-Legal Certificate	225
Issuance of Dental Certificate	227
Issuance of Burial Transfer Permit.....	229
Issuance of Sanitary Permit/ Inspection Certificate	231
Laboratory Services.....	233
Oral Health Examination and Treatment (all ages) Services	235
Outpatient Consultation and Treatment Services	242
Post Partum Care Services	244
Prenatal Care Services	246
HUMAN RESOURCE MANAGEMENT OFFICE	248
INTERNAL SERVICES	249
Application for Leave	250
Payroll Services for Municipal Officials, Permanent and Casual Employees	253
Payroll Services for Job Order Using ATM	255
Payroll Services for Job Order for Disbursement	257
INTERNAL/EXTERNALSERVICES	259
Issuance of Certificate of Employment, Compensation and Benefits and Earned Leave Credits	260
IssuanceforServiceRecord.....	26
1	
MUNICIPALMAYOR’S OFFICE	262



EXTERNAL SERVICES	263
Issuance of Mayor's Clearance	264
Issuance of Mayor's Permit	266
BIDS AND AWARDS COMMITTEE OFFICE	268
INTERNAL/EXTERNALSERVICES	269
Procurement Services (Negotiated Procurement, Alternative Method Section 53.9 Of R.A. 9184 IRR)	270
Procurement Services (Bidding for Goods and Services).....	273
Procurement Services (Bidding for Infrastructure)	276
INDIGENOUS PEOPLE MANDATORY REPRESENTATIVE	279
EXTERNAL SERVICES	280
Request for Certified Copy of Documents on Certification, Resolution and Ordinance	281
Request for Orientation on Mediation and Conciliation of Barangay Conflict.....	283
Request for Assistance in the Processing of IPMR Application for Issuance of Certificate of Affirmation with NCIP	284
Request Assistance for Mediation and Conciliation of Barangay Conflict Referred to Municipal IPMR Office	285
KITAOTAO WATER SYSTEM OFFICE	287
EXTERNAL SERVICES	288
Request for Water Installation	289
INTERNAL SERVICES	290
Application for Membership	291
Request for Billing Statement	293
LIGA NG MGA BARANGAY	294
INTERNAL/ EXTERNAL SERVICES	295
Request of Certified Copies of Liga Documents	296
LOCAL ECONOMIC DEVELOPMENT AND INVESTMENT PROMOTION OFFICE	297
EXTERNAL SERVICES	298
Issuance of Barangay Economic Data	299
INTERNAL SERVICES	300
Request for Access to Trainings, Seminars and Livelihood Services	301
LOCAL YOUTH DEVELOPMENT OFFICE	304
EXTERNAL SERVICES	305
Application for Educational Assistance	306
Request for Local Registration and Verification on Youth and Youth-Serving	



Organizations	308
MUNICIPAL TOURISM OFFICE	310
INTERNAL SERVICES	311
Request of Tourism Statistics Data.....	312
INTERNAL/ EXTERNAL SERVICES	313
Tourism Assistance	314
PERSON WITH DISABILITY OFFICE	315
INTERNAL/ EXTERNAL SERVICES	316
Issuance/ Re-Issuance of Identification Card and Purchase Booklet for Person with Disability	317
PUBLIC EMPLOYMENT SERVICES OFFICE	319
EXTERNAL SERVICES	320
Issuance of no Objection Certificate for Special Recruitment Activity (SRA)	321
Assistance to Career Guidance & Career Coaching Services	323
Assistance to Distressed Overseas Filipino Worker (OFW) Services	325
OFFICE OF THE SENIOR CITIZEN'S AFFAIRS	327
EXTERNAL SERVICES	328
Issuance/ Re Issuance of Identification Card and Purchase Booklet for Senior Citizen	329
MUNICIPAL PLANNING AND DEVELOPMENT OFFICE	332
EXTERNAL SERVICES	333
Issuance of Development Permit (DP)	334
Issuance of Preliminary Subdivision Development Permit (PSDP)	339
Issuance of Zoning Locational Clearance with Inspection	345
Issuance of Zoning Locational Clearance without Inspection	349
Issuance of Zoning Certificate	353
INTERNAL/ EXTERNAL SERVICES	355
Request for Copy of Local Development Plans	356
Issuance of Municipal Statistical Data/Information and Geographic Information System Services	358
POPULATION DEVELOPMENT OFFICE	360
EXTERNAL SERVICES	361
Pre Marriage-Orientation and Counseling (PMOC) Services	362
INTERNAL/ EXTERNAL SERVICES	364
Request for POPDEV Demographic Data / Information	365
SANGGUNIANG BAYAN OFFICE	366
INTERNAL/ EXTERNAL SERVICES	367
Issuance of Legislative Documents	368



MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE	369
INTERNAL SERVICES	370
Assistance to Individuals and Families in Crisis Situation	371
Capital Assistance	373
Issuance of Social Case Study Report, Case Summary/ Findings and Certificate of Indigency	375
Issuance of Solo Parents' Identification Card	377
Issuance/ Re-Issuance of Identification Card and Purchase Booklet for Person with Disability	379
Provision of Food Assistance to Walk-In Clients	381
Assistance to Children in Need of Special Protection (CNSP)	382
Assistance to Women in Especially Difficult Circumstances (WEDC).....	388
MUNICIPAL TREASURER'S OFFICE	390
EXTERNAL SERVICES	391
Issuance of Certificate of Business Tax Withheld	392
Issuance of Certificate of Ownership of Large Cattle	393
Issuance of Certificate of Transfer of Ownership of Large Cattle	397
Issuance of Community Tax Certificate (CEDULA) for Individual and Corporation	399
Issuance of Statement of Account (SOA) for Real Property Tax	401
Issuance of Tax Clearance	402
Real Property Tax Collection Services	404
INTERNAL SERVICES	405
Issuance of Certificate of Fund Availability	406
Issuance of Community Tax Certificate (CEDULA) for Individual	407
Request of Accountable Forms	409
INTERNAL/ EXTERNAL SERVICES	412
Request of Accountable Forms	413
Issuance of Community Tax Certificate (CEDULA) for Individual	416
FEEDBACK AND COMPLAINTS MECHANISMS	417
LIST OF OFFICE	420



LIGA NG MGA BARANGAY



LIGA NG MGA BARANGAY

Internal/ External Services



1. Request of Certified Copies of Liga Documents

This is to cater the request of Government Agencies, Officials and employees and the general public for Requested Liga documents

Type of Transaction:	G2G - Government to Government G2C - Government to Citizens			
Who may avail:	General Public within the Municipality of Kitaotao, Bukidnon.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form (1 original copy)		LIGA NG MGA BARANGAY OFFICE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-up request form	1.1. Search the requested documents	None	25 minutes	Liga President
	1.2. Record the requested documents	None	25 minutes	Liga President
2. Receive requested documents	2.1. Release the requested document	None	5 minutes	Liga President
3. Accomplish CSS form and drop it in the feedback drop box.	3.1. Request the clients to accomplish the CSS form.	None	5 minutes	Liga President
TOTAL:			1 hour	



FEEDBACK AND COMPLAINTS MECHANISMS



FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Answer the client feedback form and drop it at the designated drop box located in every office entrance or at the PACD table located at the lobby of the Municipal Hall.</p> <p>Contact Info: kitaotaolgu@gmail.com</p>
How feedbacks are processed	<p>Every Wednesday, the CART/Public Relations Officer opens the drop box and compiles and records all feedbacks submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen. For inquires and follow-ups, clients may contact the following telephone numbers: 088-314-8549, 0966-027-5147 (Mayor's Office Number)</p>
How to file a complaint	<p>Answer the client Complaint Form and drop it at the designated drop box located in every office entrance or at the PACD table located at the lobby of the municipal hall.</p> <p>Complaints can also be filled via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> • Name of person being complained • Incident • Evidence <p>For inquires and follow-ups, clients may contact the following telephone numbers: 088-314-8549, 0966-027-5147 (Mayor's Office Number)</p>
How complaints are processed	<p>The CART/Complaint Officer opens the complaint drop box on a daily basis and evaluate each complaint. Upon evaluation, the complains Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.'</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 088-314-8549, 0966-027-5147</p>

Contact information of LGU	Globe: 0966-027-5147 (Mayor's Office Number) PLDT: 088-314-8549
Contact information of CCB, PCC, ARTA	It shall also include the following hotline: <ul style="list-style-type: none">• 8888 – Presidential Complaints Center• 0908-8816565 – CSC Contact Center ng Bayan• 478-5093 – Anti-Red Tape Authority



List of Office



DEPARTMENT	EMAIL ADDRESS	CONTACT NUMBER
Municipal Accounting Office	lguacckitaotao@gmail.com	09156719070 088-314-1347
Municipal Administrator Office	rafisurarodito@gmail.com	09060397338
Municipal Agriculture Office	magrokitao@gmail.com	09913718764
Municipal Assessor's Office	massokitaotao@gmail.com	09171247536
Municipal Budget Office	kitaotaobudgetoffice@gmail.com	088-537-2640
Municipal Business Processing and Licensing Office	rauligtus@gmail.com	09268344620
Municipal Civil Registry Office	mcrokitaotao@gmail.com	09679539261 088-314-1597
Municipal Disaster Risk Reduction Management Office	mdrrmokitao@gmail.com	09679629220
Municipal Engineering Office	meo.lgukitaotao@gmail.com	09173299463
Municipal Environment and Natural Resources	menrokitaotao623@gmail.com	09535430801
Municipal General Services Office	lgu.generalservices2021@gmail.com	09104376204
Municipal Health Office	mhokitao@gmail.com	088-314-3600
Human Resource Management Office	ohrmkitao@gmail.com	09175642927
Municipal Mayor's Office	kitaotaolgu@gmail.com	09660275147 088-314-8549
Indigenous People Mandatory Representative	clambayon@gmail.com	09357488568
Kitaotao Water System	aries040591@gmail.com	09177074476

Liga ng Barangay	ligakitaotao01@gmail.com	09751731390
Local Economic Development and Investment Promotion Office	ledipokitaotao@gmail.com	09947931653
Local Youth Development Office	lydokitaotao@gmail.com	09455198331
Municipal Tourism Office	kitakitskitaotao@gmail.com	09538533754
Person with Disability Office	mariocabnsag@gmail.com	09168229172
Public Employment Services Office	newkitaotaopeso22@gmail.com	09369679477
Office of the Senior Citizen's Affairs	tommyombina173@gmail.com	09067958814 09676717377
Municipal Planning and Development Office	mpdo.kitaotao@gmail.com	09173004690
Population Development Office	popdevkitaotao@gmail.com	09451991090
Sangguniang Bayan Office	sbokitaotao18@gmail.com	09455716119
Municipal Social Welfare and Development Office	noelamandreza@gmail.com	09171253065
Municipal Treasurer's Office	mtokitaotao@gmail.com	09652080326