



MUNICIPAL GOVERNMENT OF KITAOTAO

CITIZEN'S CHARTER

2024(1<sup>st</sup> EDITION)



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## 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.

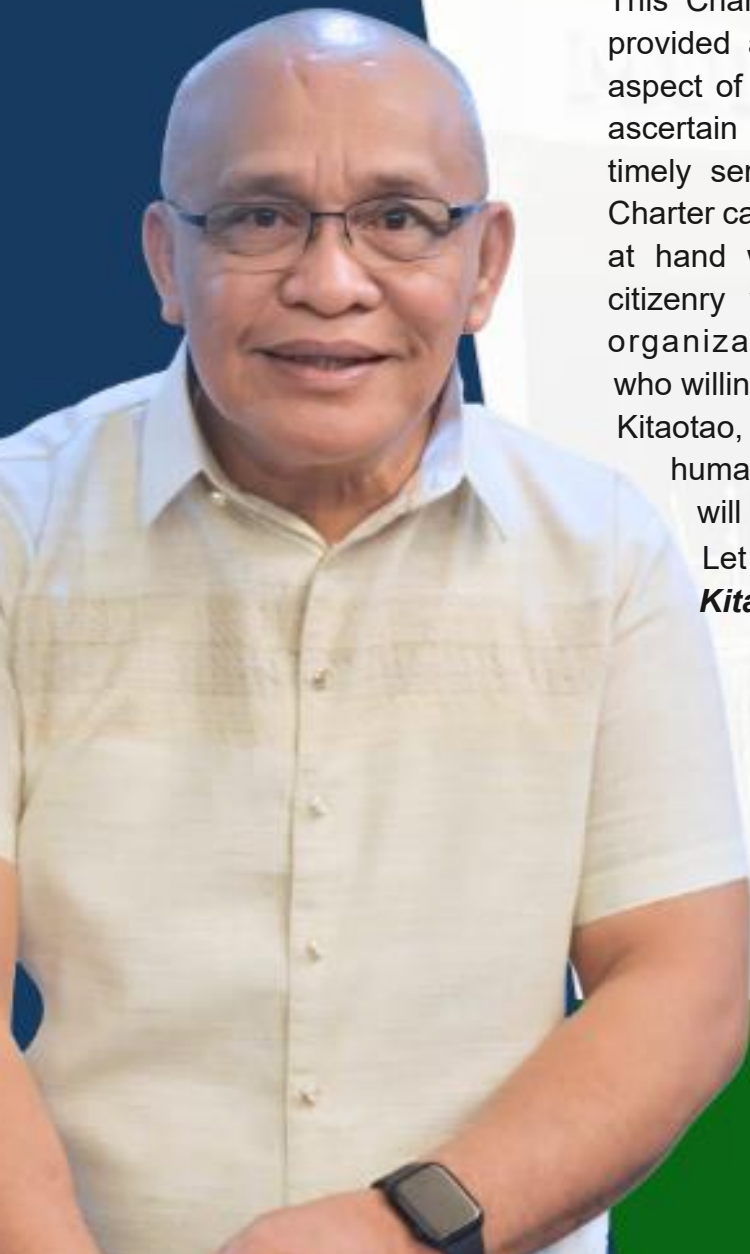
This Charter also prominently defines the nature of services provided and standards of service delivery especially on the aspect of timeliness. Every provision laid in this document will ascertain that every transacting citizen will receive quality and timely services. It must be understood however, 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





## **MUNICIPAL MAYOR'S OFFICE**



**MUNICIPAL MAYOR'S OFFICE**  
**External Services**



## 1. Issuance of Mayor's Clearance

This service is issued to individuals stating that as of this date he/she has no pending case filed against him/her and that he/she is a good standing community member of the locality.

<b>Office or Division:</b>	Municipal Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Residents residing in the Municipality of Kitaotao			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Latest Community Tax Certificate (1 Original Copy)		1. Municipal Treasurer's Office		
2. Barangay Clearance (1 Original Copy)		2. Office of the Punong Barangay		
3. Official Receipt from the Municipal Treasurer's Office (1 Original Copy)		3. Municipal Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements specified.	1.1. Check and receive the complete requirements if duly signed.  1.2. Advise client to pay the required fees.	None	5 minutes	<i>Administrative Aide I</i> Mayor's Office
2. Proceed to the Municipal Treasurer's Office to pay the prescribed fee.	2.1. Receive payment and issue Official Receipt	₱100.00 <i>(Based on Local Revenue Code, Ord. No.7 s. 2022)</i>	5 minutes  <i>* Upon receipt of billing statement</i>	<i>Revenue Collection Clerk II</i>  <i>Administrative Aide I</i>  Municipal Treasurer's Office
3. Present Official Receipt at the Mayor's Office	3.1. Prepare Mayor's Clearance.	None	15 minutes	<i>Administrative Aide I</i> Mayor's Office





	3.2. Sign the Mayor's Clearance.	None	20 minutes	<i>Municipal Mayor Mayor's Office</i>
4. Receive the Mayor's Clearance.	4.1. Record and release the Mayor's Clearance.	None	10 minutes	<i>Administrative Aide I Mayor's Office</i>
5. Accomplish the Client Satisfaction Survey (CSS) and drop in the Feedback Box.	5.1. Request the client to accomplish the Client Satisfaction Survey (CSS).	None	15 minutes	<i>Administrative Aide I Municipal Mayor's Office</i>
<b>TOTAL:</b>			1 hour & 10 minutes	



## 2. Issuance of Mayor's Permit

This service is issued to a certain company, organization, and BLGU in order to promote their products, services, conduct a Market Day, Motorcade and other Social Activities in a limited period. Provided however, that necessary fees have been paid at the Municipal Treasurer, and the Permit may be revoked anytime or any violation to laws, rules and regulations pertaining to the aforesaid activity.

<b>Office or Division:</b>	Municipal Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	Anybody who wants the services			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For Company/Business/Organization:  1. Letter Request (1 Original copy) 2. Any of the following documents (Business Permit/SEC Registration) (1 Original copy)		Concern Company/Business/Organization		
For Barangays:  1. Barangay Resolution (for the conduct of market day) (1 photocopy)		Office of the Punong Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request to receiving clerk/employee	1.1. Check and receive the letter request, then advice the client to proceed to the Municipal Treasurer's Office for the prescribed payment.	None	5 minutes	<i>Administrative Aide I</i> Mayor's Office



2. Proceed to the Municipal Treasurer's Office for payment.	2.1. Receive payment and issue Official Receipt.	₱600.00 <i>(Based on the Local Revenue Code, Ord. No. 7 s. 2022)</i>	5 minutes  <i>*Upon receipt of billing statement</i>	<i>Revenue Collection Clerk II</i>  <i>Administrative Aide I</i> Municipal Treasurer's Office
3. Present Official Receipt at the Mayor's Office.	3.1. Prepare the permit for the mayor's signature.	None	15 minutes	<i>Administrative Aide I</i> Mayor's Office
	3.2. Sign the permit.		20 minutes	<i>Municipal Mayor</i> Mayor's Office
4. Receive the permit.	4.1. Record and release the permit and advise client to submit 1 copy to the Municipal Police Station.	None	10 minutes	<i>Administrative Aide I</i> Mayor's Office
5. Accomplish the Client Satisfaction Measurement/ Client Satisfaction Survey (CSM/CSS) and drop in the Feedback Box.	5.1. Request the client to accomplish the Client Satisfaction Measurement /Client Satisfaction Survey (CSM/CSS).	None	15 minutes	<i>Administrative Aide I</i> Municipal Mayor's Office
<b>TOTAL:</b>			1 hour & 10 minutes	



## **FEEDBACK AND COMPLAINTS MECHANISMS**



<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
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: <a href="mailto:kitaotaolgu@gmail.com">kitaotaolgu@gmail.com</a></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.</p> <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 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"> <li>• Name of person being complained</li> <li>• Incident</li> <li>• Evidence</li> </ul> <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	<p><b>Globe:</b> 0966-027-5147 (Mayor's Office Number) <b>PLDT:</b> 088-314-8549</p>



Contact information of CCB, PCC, ARTA	It shall also include the following hotline: <ul style="list-style-type: none"><li>• 8888 – Presidential Complaints Center</li><li>• 0908-8816565 – CSC Contact Center ng Bayan</li><li>• 478-5093 – Anti-Red Tape Authority</li></ul>
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## List of Office



DEPARTMENT	EMAIL ADDRESS	CONTACT NUMBER
Municipal Accounting Office	<a href="mailto:lguacckitaotao@gmail.com">lguacckitaotao@gmail.com</a>	09156719070 088-314-1347
Municipal Administrator Office	<a href="mailto:rafisurarodito@gmail.com">rafisurarodito@gmail.com</a>	09060397338
Municipal Agriculture Office	<a href="mailto:magrokitao@gmail.com">magrokitao@gmail.com</a>	09913718764
Municipal Assessor's Office	<a href="mailto:massokitaotao@gmail.com">massokitaotao@gmail.com</a>	09171247536
Municipal Budget Office	<a href="mailto:kitaotaobudgetoffice@gmail.com">kitaotaobudgetoffice@gmail.com</a>	088-537-2640
Municipal Business Processing and Licensing Office	<a href="mailto:rauligtus@gmail.com">rauligtus@gmail.com</a>	09268344620
Municipal Civil Registry Office	<a href="mailto:mcrokitao@gmail.com">mcrokitao@gmail.com</a>	09679539261 088-314-1597
Municipal Disaster Risk Reduction Management Office	<a href="mailto:mdrrmokitao@gmail.com">mdrrmokitao@gmail.com</a>	09679629220
Municipal Engineering Office	<a href="mailto:meo.lgukitaotao@gmail.com">meo.lgukitaotao@gmail.com</a>	09173299463
Municipal Environment and Natural Resources	<a href="mailto:menrokitao623@gmail.com">menrokitao623@gmail.com</a>	09535430801
Municipal General Services Office	<a href="mailto:lgu.generalservices2021@gmail.com">lgu.generalservices2021@gmail.com</a>	09104376204
Municipal Health Office	<a href="mailto:mhokitao@gmail.com">mhokitao@gmail.com</a>	088-314-3600
Human Resource Management Office	<a href="mailto:ohrmkitao@gmail.com">ohrmkitao@gmail.com</a>	09175642927
Municipal Mayor's Office	<a href="mailto:kitaotaolgu@gmail.com">kitaotaolgu@gmail.com</a>	09660275147 088-314-8549
Indigenous People Mandatory Representative	<a href="mailto:clambayon@gmail.com">clambayon@gmail.com</a>	09357488568
Kitaotao Water System	<a href="mailto:aries040591@gmail.com">aries040591@gmail.com</a>	09177074476





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