



MUNICIPAL GOVERNMENT OF KITAOTAO

CITIZEN'S CHARTER

2024(1st 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.

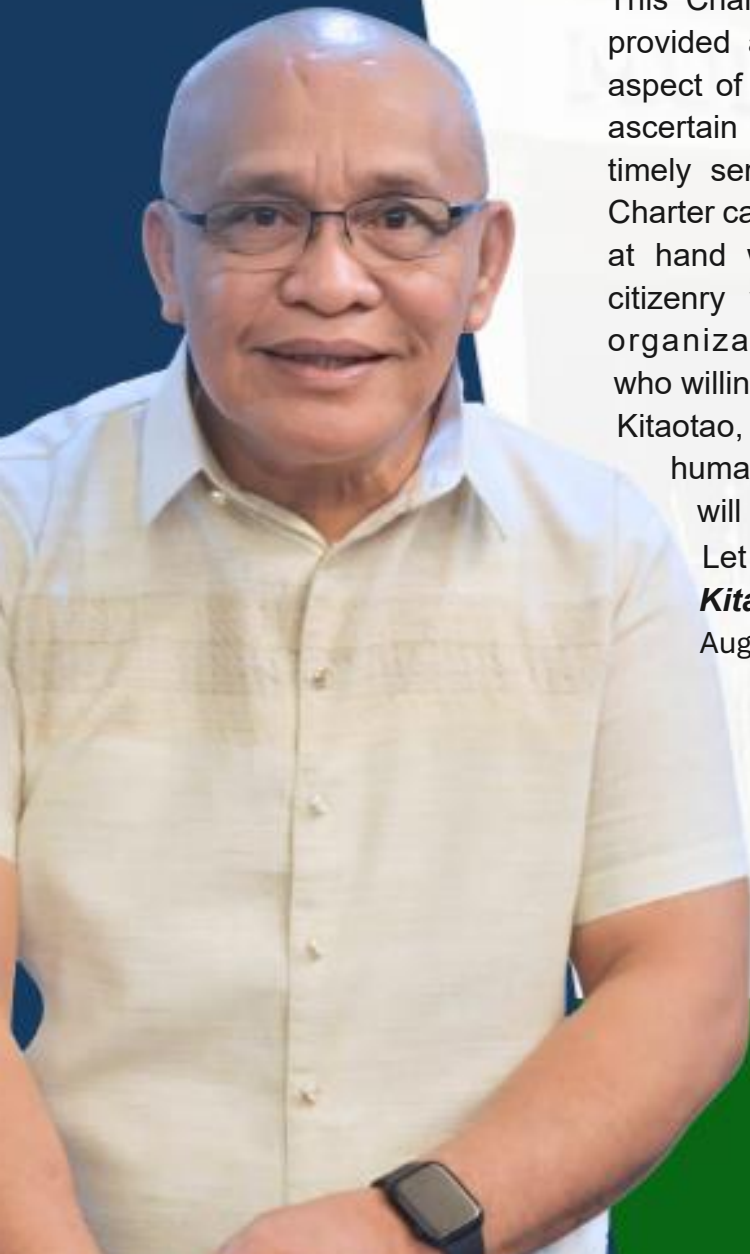
Let us serve the people with dedication and accountability.

Kitaotao Palanggaon Ko Ikaw.....

August 12, 2024 2:59 PM.

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





SANGGUNIANG BAYAN OFFICE

Internal/ External Services



1. Issuance of Legislative Documents

This is to cater the request of Government Agencies, Officials and employees and the general public for a copy of legislative documents from the Sangguniang Bayan Office for information purposes.

Office or Division:	Sangguniang Bayan Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government Agency, Government Officials and Employees G2C – Government to Citizens			
Who may Avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Form (1 Original Copy)			Office of the Sangguniang Bayan	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-up request form	1.1 Retrieve the requested documents	None	30 minutes	ELDA M. BACULIO <i>Secretary to the Sangguniang Bayan Office</i> or REDJANE GRACE A. RIVERA <i>Administrative Aide I Sangguniang Bayan Office</i>
	1.2 Record the requested documents in the logbook	None	5 minutes	ARLENE B. GOMERA <i>Administrative Aide III Sangguniang Bayan Office</i>
2. Receive the requested documents	2.1 Release the requested documents	None	5 minutes	THERESA JANET R. BETA <i>Administrative Aide III Sangguniang Bayan Office</i>



3. Accomplish the Client Satisfaction Survey (CSS) form and drop it in the Feedback box	3.1 Give the Client Satisfaction Survey (CSS) form for service feedback	None	10 minutes	REDJANE GRACE A. RIVERA Administrative Aide I Sangguniang Bayan Office
TOTAL:			50 minutes	



FEEDBACK AND COMPLAINTS MECHANISMS



FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	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. Contact Info: kitaotaolgu@gmail.com
How feedbacks are processed	Every Wednesday, the CART/Public Relations Officer opens the drop box and compiles and records all feedbacks submitted. 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. 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)
How to file a complaint	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. Complaints can also be filled via telephone. Make sure to provide the following information: <ul style="list-style-type: none"> • Name of person being complained • Incident • Evidence For inquires and follow-ups, clients may contact the following telephone numbers: 088-314-8549, 0966-027-5147 (Mayor's Office Number)
How complaints are processed	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. The complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Complaints Officer will give the feedback to the client. For inquiries and follow-ups, clients may contact the following telephone number: 088-314-8549, 0966-027-5147
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	mcrokitao@gmail.com	09679539261 088-314-1597
Municipal Disaster Risk Reduction Management Office	mdrmokitaotao@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	mhokitaotao@gmail.com	088-537-2371
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	09177731467
Municipal Social Welfare and Development Office	noelamandreza@gmail.com	09171253065
Municipal Treasurer's Office	mtokitaotao@gmail.com	09652080326