



Engineering and Building Services

Mandate:

- Initiate, review and recommend changes in policies and objectives, plans and programs, techniques, procedures and practices in infrastructure development and public works in general of the LGU concerned.
- Advise the Mayor on infrastructure, public works and other engineering matters.
- Provide Engineering Services to the LGU concerned, including investigation and survey, engineering design, feasibility studies and project management .
- To administer and enforce the National Building Code (PD1096)

VISION:

A soundly equipped infrastructures by a capable and technically, well friendly Engineering office.

MISSION:

To give infrastructure to the Municipality thru a global technically sound engineering and environment friendly approach considering regulations on transparency and on local/social acceptability.

1. ISSUANCE OF LOCATIONAL CLEARANCE

This locational clearance of the Land/parcel of the land to be utilized, developed in accordance to the housing and land use regulation and the zoning ordinance of the Municipality

Office or Division:	Municipal Engineering Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	All owners and Developer of Kasibu
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished and notarized application form (3 copies)	Municipal Engineering Office
2. Any of the following as Proof of ownership of the land (2 copies each) a. Title of land b. Tax declaration c. Deed of sale duly notarized (within 1 year upon execution) of the title is not yet on the name of the applicant.	Client/Register of Deeds Client/ Municipal Assesor's Office
3. Vicinity Map (2 copies)	Concerned professional engineers
4. Site development plan (2 copies)	
5. Floor Plan and Bill of materials	
6. Other additional requirements as maybe necessary for projects located within the protected area and projects of national significance Either of the following which maybe is applicable:	

a. Environment Compliance Certificate (ECC) b. Certificate of special use from DENR.		DENR OFFICE		
7. Special Power of Attorney/Certificate of employment with authorization if client is not the applicant		Client being represented		
8. Official Receipt (Locational Clearance Fee)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook	1. Issue copy of application form with list of requirements Explain/orient client on the requirements and the manner of filling up the application form.	None	1 minute	<i>ENGR. ROY L. BERNARDO</i> Municipal Engineer <i>PHILLIP K. LUMAUIG</i> Zoning Officer II Municipal Engineering Office
2. Avail application form with list of requirements and accomplish the same	2. Explain/orient client on the requirements and the manner of filling up the application form.	None	15 minutes	<i>ENGR. ROY L. BERNARDO</i> Municipal Engineer <i>PHILLIP K. LUMAUIG</i> Zoning Officer II Municipal Engineering Office
3. Return accomplished forms with complete supporting documents	3. Receive application Check compliance of the application form and completeness of the requirements.	Refer to latest Housing and Land Use Regulatory Board – Schedule of Fees	3 days	<i>ENGR. ROY L. BERNARDO</i> Municipal Engineer <i>PHILLIP K. LUMAUIG</i> Zoning Officer II Municipal Engineering Office

	Conduct Site Inspection Process order of payment			
4. Pay the Locational Clearance Fee	4. Issue Official Receipt	None		<i>Municipal Treasurer</i> Municipal Treasurer Office
5. Submit proof of payment (Official Receipt)	5. Record and prepare Locational Clearance	None	5 minutes	<i>ENGR. ROY L. BERNARDO</i> Municipal Engineer <i>PHILLIP K. LUMAUIG</i> Zoning Officer II Municipal Engineering Office
6. Receive Locational Clearance	6. Issue the locational clearance	None	15 minutes	<i>ENGR. ROY L. BERNARDO</i> Municipal Engineer <i>PHILLIP K. LUMAUIG</i> Zoning Officer II Municipal Engineering Office
TOTAL		Refer to latest Housing and Land Use Regulatory Board – Schedule of Fees	3 days and 36 minutes	

2. ISSUANCE OF ZONING CERTIFICATE

This zoning certificate is for sale of land, sub-division of land, road right of ways, easement, certification as to compliance to zoning and other purposes that requires zoning certification

Office or Division:	Municipal Engineering Office
Classification:	Simple
Type of Transaction:	G2G-Government to Government

	G2C – Government to Citizens G2B-Government to Business			
Who may Avail:	All eligible clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook	1. Provide Logbook	None	10 minutes	<i>ENGR. ROY L. BERNARDO</i> Municipal Engineer <i>ENGR. PHLLIP K. LUMAUIG</i> Zoning Officer II Municipal Engineering Office
2. Pay to the treasury office Certification Fee	2. Instruct the client to pay the corresponding fee	PHP50		<i>Municipal Treasurer</i> Municipal Treasury Office
3. Receive Zoning Certification	3. Check proof of payment of certification fee and and Issue the Zoning Certification	None	30 minutes	<i>ENGR. ROY L. BERNARDO</i> Municipal Engineer <i>ENGR. PHLLIP K. LUMAUIG</i> Zoning Officer II Municipal Engineering Office
Total		PHP50	40 minutes	

3. ISSUANCE OF BUILDING PERMIT:

This is the issuance of permit to erect/construct, alter, renovate, convert, repair, move to other activity of a specific project/building structure within the territorial jurisdiction of the Municipality

Classification:	Complex	
Type of Transaction:	G2C – Government to Citizens G2B-Government to Business G2G-Government to Government	
Who may Avail:	All eligible clients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Four (4) copies of filed up Unified Application Form for Building Permit		Municipal Engineering Office
2. Fire Safety Evaluation Clearance (2 copies)		Bureau of Fire Protection
3. Locational Clearance		Municipal Engineering Office
Any of the following documents: 3.1 Original Certificate of Title (OCT)/Transfer Certificate of Title (TCT), or 3.2 Deed of Absolute Sale of Lot 3.3 Contract of Lease, if applicable		Client / Register of Deeds Client Client
4. Four (4) copies of Survey Plans, design plans, and other documents as follows: A) Architectural Documents B) Civil/Structural Documents C) Electrical Documents D) Mechanical Documents E) Sanitary Documents F) Plumbing Documents G) Electronics Documents H) Geodetic Documents		Concerned professional engineers

I) Fire Protection Plan (if applicable) > Automatic Fire Suppression System > Wet Stand Pipe > Dry Stand Pipe > Kitchen Hood Suppression > Fire Detection & Alarm System				
5. Three (3) photocopies of Valid License (PRC I.D.) all involved professionals		Concerned professional engineers		
6. Notarized estimated value of the building/structure to be erected as declared by the owner		Concerned professional engineers		
7. Construction Safety and Health Program		Concerned professional engineers		
8. Affidavit of Under Taking		Municipal Engineering Office/Client		
9. Soil Test for 3 – storey and above (if applicable)		Concerned professional engineers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Logbook	1. Provide Logbook	None	1 minute	<i>ENGR. ROY L. BERNARDO</i> Municipal Engineer <i>FRANKLIN C. DAULAYAN</i> Engineering Assistant Municipal Engineering Office
2. Submit Application Forms and Documentary Requirements	2. Receive and check for completeness of the filled – up forms (including Ancilliary permit/form/s) & other Documentary Requirements; * Evaluate the Plans	If site is within 5 km radius from the Mun. Hall Php 200.00	40 minutes 2 hours 1 day	<i>ENGR. ROY L. BERNARDO</i> Municipal Engineer <i>FRANKLIN C. DAULAYAN</i> Engineering Assistant

	<p>* Undertakes preliminary site verification, as needed Join Inspection Team (JIT) a) Schedule site visit and inform client</p> <ul style="list-style-type: none"> • If site is within a 5 km radius from the Mun. Hall inspection is done within 1 day (case I). • If site is more than 5 km from the Mun. Hall inspection is done, within 1.5 days (case II). <p>Assess the fees to be paid and issues an order of payment;</p>	<p>If site is more than 5km. From the Mun. Hall Php200.00</p> <p>(refer to NBC PD 1096 – pg.330)</p> <p>To be computed from the new schedule of fees of the revised IRR of the NBC PD 1096 (pages: 321 to 337) of the revised IRR of the NBC PD 1096 (pages: 321 to 337)</p>	<p>Case I & II – 3 days</p> <p>2 hours</p>	<p>Municipal Engineering Office</p>
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3. Received Order of Payment	3. Issue Order of Payment and instruct the client to pay the fees	None	30 minutes	<i>ENGR. ROY L. BERNARDO</i> Municipal Engineer <i>FRANKLIN C. DAULAYAN</i> Engineering Assistant Municipal Engineering Office
4. Pay the corresponding fees at the Municipal Treasury Office	4. Issue Official Receipt	None		<i>Municipal Treasurer</i> Municipal Treasury Office
5. Receive the Building Permit	5. Release the Building Permit	None	12 minutes	<i>ENGR. ROY L. BERNARDO</i> Municipal Engineer <i>FRANKLIN C. DAULAYAN</i> Engineering Assistant Municipal Engineering Office
Total		As Applicable	4.5 days, 1 hour and 23 minutes	

4. ISSUANCE OF CERTIFICATE OF OCCUPANCY:

This is the issuance of occupancy permit given to owners of buildings after the completion of the building which is ready for occupancy

Office or Division:	Municipal Engineering Office
Classification:	Complex

Type of Transaction:	G2C – Government to Citizens	
Who may Avail:	All individuals who were issued building permits within the territorial jurisdiction of the municipality	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Four (4) copies of filled –up Unified Application Form for Certificate of Occupancy and FSIC		Municipal Engineering Office
2. Three (3) copies of duly notarized Certificate of Completion using the form in Annex H, signed by the owner/applicant and signed and sealed by the duly Architect or Civil Engineer in charge of construction		Municipal Engineering Office
3. Construction Logbook , signed and sealed by the Owner’s Architect or Civil Engineer who undertook full-time inspection and supervision (if the construction was undertaken through a contract, the certificate of completion shall be signed by the contractor/authorized Managing Officer)		Concerned professional engineers
4.As-built plans, signed & sealed by the owner’s Architect or Civil Engineer who undertook full-time inspection and supervision		Concerned professional engineers
5. One (1) photocopy of the valid license of all involved Professionals (eg. Professional Tax Receipt and the Professional Regulation Identification Card)		Concerned professional engineers
6. Captioned photographs of Site and Completed Building/Structure showing front, sides and rear areas		Concerned professional engineers
7. Yellow Card issued by the Electrical Service		Concerned professional engineers

Provider				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Logbook	1. Provide Logbook	None	1 minute	<i>ENGR. ROY L. BERNARDO</i> Municipal Engineer <i>FRANKLIN C. DAULAYAN</i> Engineering Assistant Municipal Engineering Office
2. Submit Application Forms and Documentary Requirements	2. Receive and check for completeness of the filled – up forms (including Ancilliary permit/form/s) & other Documentary Requirements; * Evaluate the Plans * Undertakes preliminary site verification, as needed Join Inspection Team (JIT) a) Schedule site visit and inform client • If site is within a 5 km radius form the Mun. Hall	If site is within 5 km radius from the Mun. Hall Php 200.00 If site is more than 5km. From the Mun. Hall Php200.00 (refer to NBC PD 1096 – pg.330)none	40 minutes 2 hours 1 day Case I & II – 3 days	Engineering Assistant Municipal Engineering Office <i>ENGR. ROY L. BERNARDO</i> Municipal Engineer <i>FRANKLIN C. DAULAYAN</i> Engineering Assistant Municipal Engineering Office

	<p>inspection is done within 1 day (case I). •If site is more than 5 km from the Mun.Hall inspection is done, within 1.5 days (case II).</p> <p>Assess the fees to be paid and issues an order of payment;</p>	<p>To be computed from the new schedule of fees of the revised IRR of the NBC PD 1096 (pages: 321 to 337) of the revised IRR of the NBC PD 1096(pages: 321 to 337)</p>	<p>3 hours</p>	
<p>3. Received Order of Payment</p>	<p>3. Issue Order of payment and instruct the client to pay the fees</p>	<p>None</p>	<p>30 minutes</p>	<p><i>ENGR. ROY L. BERNARDO</i> Municipal Engineer <i>FRANKLIN C. DAULAYAN</i> Engineering Assistant Municipal Engineering Office</p>

4. Pay the corresponding fees at the Municipal Treasury Office	4. Issue Official Receipt	None		Municipal Treasurer Municipal Treasury Office
5. Receive the Certificate of Occupancy	5. Release the Certificate of Occupancy	None	12 minutes	<i>ENGR. ROY L. BERNARDO</i> Municipal Engineer <i>FRANKLIN C. DAULAYAN</i> Engineering Assistant Municipal Engineering Office
Total		As Applicable	4.50 days , 2 hours and 23 minutes	

5. ISSUANCE OF CERTIFICATE OF ANNUAL INSPECTION:

This is a certificate issued to building owners who have been issued certificate of occupancy

Office or Division:	Municipal Engineering Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens
Who may Avail:	All individuals requesting for Annual Inspection of their buildings within Kasibu, Nueva Vizcaya which have been issued Certificate of Occupancy
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Building permit Issued. (photocopy)	Provided by the client
2. Complete set of the approved Building plan.	Concerned professional engineers
3. Certification duly signed and sealed by a duly licensed Architect/Civil Engineer, P.D. Engineer/Electronics Engineer/Professional Mechanical Engineer, Master Plumber and Sanitary	Provided by the client Provided by client

Engineer hired by the applicant to conduct annual inspections that the building/structure is architecturally presentable, structurally safe, the Electrical/ Electronics/ Mechanical/Plumbing Sanitary installations are in order.				
4. Xeroxed copies of signing professionals I. D.'s, PTR's and CTC's.		Concerned professional engineers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the logbook	1. Provide Logbook	None	1 minute	<i>ENGR. ROY L. BERNARDO</i> Municipal Engineer <i>FRANKLIN C. DAULAYAN</i> Engineering Assistant Municipal Engineering Office
2. Submit requirements	2. Received and check completeness of requirements Schedule Inspection a. notify technical inspector including the fire Marshall on the schedule of inspection	a. If site is within a 5 km radius from the Mun. Hall (case 1) =Php 200.00 b. If site is more than 5km from the Mun. Hall (case II)=Php 200	20 minutes	<i>ENGR. ROY L. BERNARDO</i> Municipal Engineer <i>FRANKLIN C. DAULAYAN</i> Engineering Assistant Municipal Engineering Office
3. Assist Technical inspectors at site. 4. Received Order of	3. Inspect the project site 4. Issue Order of payment and instruct the	None Payments should be based from	3 days	<i>ENGR. ROY L. BERNARDO</i> Municipal Engineer <i>ENGR. PHILLIP K. LUMAUIG</i> Zoning Officer - II <i>FRANKLIN C. DAULAYAN</i>

Payment	client to pay the fees	the new schedule of fees of the revised IRR of the NBC./(NBCP – PD1096) Pages: 321 to 337	30 minutes	Engineering Assistant Municipal Engineering Office
5. Pay the corresponding fees at the Municipal Treasury Office	5. Issue Official Receipt	None		Municipal Treasurer Municipal Treasury Office
6. Received Certificate of Annual inspection	6. Release the Certificate of Annual Inspection	None	10 minutes	<i>ENGR. ROY L. BERNARDO</i> Municipal Engineer <i>FRANKLIN C. DAULAYAN</i> Engineering Assistant Municipal Engineering Office
Total		As Applicable	4 days, 1 hour and 1 minute	

6. ISSUANCE OF ACCESSORY PERMITS:

These are permits issued by the Building Official before/during the processing of the Building Permit

1. Ground Preparation and excavation permit
2. Encroachment of Foundation to Public Area
3. Fencing Permit for fences not exceeding 1.80m high
4. Sidewalk construction permit
5. Temporary Sidewalk enclosure and occupancy permit
6. Erection of scaffolding permit
7. Erecting, repair, removal of sign permit
8. Raising Permit

- 9. Repairs Permit
- 10. Demolition Permit
- 11. Moving Permit
- 12. Others

Office or Division:	Municipal Engineering Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens
Who may Avail:	All individuals who are applying for a building permit and who wants to work before the release or during the processing of the building permit
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certified True Copy of CTC/TCT, Tax Declaration, Current Real Property Tax Receipt, and Contract of Lease of Sale or Deed of Absolute Sale.	Municipal Assessment Office – Admin Section
2. Zoning Clearance from the Deputized Zoning Administrator (DZA).	Municipal Engineering Office
3. Fully Accomplished application forms for Building permit (6 sets).	Concerned professional engineers
4. Fully Accomplished Ancillary Permit Forms (6 sets each) <ul style="list-style-type: none"> a. Architectural Permit b. Civil/Structural Permit c. Electrical Permit d. Mechanical Permit e. Sanitary Permit f. Plumbing Permit g. Electronics Permit h. Other permits for other professional discipline. i. Five Sets of Design Plans 	Concerned professional engineers

j. Architectural/Structural Design (signed and sealed by a Civil Engineer/Architect)

- Vicinity Map/Location Map
- Site Development Plan
- Perspective drawn at any convenient scale
- Floor Plans, Sections, Elevations
- Foundation Plans and Details at scale of not less than 1"100
- Structural Analysis and Design
- Technical Specifications
- Detailed Cost Estimates

k) Electrical Design (signed and sealed by a Professional Electrical Engineer)

- Electrical Layout (lighting and power)
- Load Schedule
- Design Analysis
- Single Line Diagram
- Legend or Symbols
- General Notes and/or Specifications
- Cost Estimates

l) Sanitary/Plumbing Design (signed by a Sanitary Engr./Master Plumber)

If applicable:

- Lot Plan
- Detailed Topographic Plan and immediate vicinity
- Line and Grade (verification of easements/setbacks as reflected in the land use zoning or dev't plan including road widening and construction of various

public utilities and other infrastructure projects; as well as grades in relation to road lots, property line of streets/roads, whether existing or proposed). •Relocation Survey Plan.				
5. Photo copies of signing professionals I.D's, P.T.R's and C.T.C's.		Concerned professional engineers		
6. Fully accomplished corresponding permit form.		Concerned professional engineers		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in to Logbook	1. Provide logbook	None	1 minute	<i>ENGR. ROY L. BERNARDO</i> Municipal Engineer <i>FRANKLIN C. DAULAYAN</i> Engineering Assistant Municipal Engineering Office
2. Submit application forms	2. Received requirements and check the following a. Completeness of the requirements basing from checklist. b. Forms proper filled up. c. Verify validity of signing professional thru their Xeroxed copies of I.D's, PTR's and CRS's. d. Schedule Inspection	None	20 minutes	<i>ENGR. ROY L. BERNARDO</i> Municipal Engineer <i>FRANKLIN C. DAULAYAN</i> Engineering Assistant Municipal Engineering Office

3. Assist Technical inspectors at site.	3. Inspect the project site		3 days	<p><i>ENGR. ROYL. BERNARDO</i> Municipal Engineer</p> <p><i>ENGR. PHILLIP K. LUMAUIG</i> Zoning Officer -II</p> <p><i>FRANKLIN C. DAULAYAN</i> Engineering Assistant</p> <p>Municipal Engineering Office</p>
4. Received order of payment	4. Issue Order of payment and instruct the client to pay the fees	To be computed from the new schedule of fees of the revised IRR of the NBC.(NBDP) – PD1096 – pages 321 to 337	30 minutes	<p><i>ENGR. ROYL. BERNARDO</i> Municipal Engineer</p> <p><i>ENGR. PHILLIP K. LUMAUIG</i> Zoning Officer -II</p> <p><i>FRANKLIN C. DAULAYAN</i> Engineering Assistant</p> <p>Municipal Engineering Office</p>
5. Pay the corresponding fees at the	5. Issue official receipt	None		<p><i>Municipal Treasurer</i> Municipal Treasury Office</p>

Municipal Treasury Office				
6. Received Accessory Permit	6. Released the accessory permit	None	10 minutes	<i>ENGR. ROYL. BERNARDO</i> Municipal Engineer <i>FRANKLIN C. DAULAYAN</i> Engineering Assistant Municipal Engineering Office
Total		As Applicable	3 days, 1 hour and 1 minutes	

7. Hiring/Rental of government owned equipment

This is the use of the municipal equipment aside from its regular duty

A. Hiring/Rental of equipment

Office or Division:	Municipal Engineering Office
Classification:	Simple
Type of Transaction:	G2C – government of Citizens
Who may Avail:	Barangay Local Government of Kasibu, NGO's, NGA's, P.O's and all individuals who wish to rent/hire any of the Municipal Equipments.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Request Letter	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in to logbook	1. Provide Logbook	None	1 minute	<i>ENGR. ROY L. BERNARDO</i> Municipal Engineer <i>ERNESTO W. MAUR</i> Engineering Aide Municipal Engineering Office
2. Submit request letter	2. Receive request a. Evaluate and schedule availability of Municipal Equipments b. Compute rental fees	Be computed from the tax ordinance of the Municipal Local Government Unit Wheel Backhoe –Rate/hr. – Php 922.00, rate/day Php 7,376.00 Bulldozer: rate/hr. Php – 3,379.00, rate/day: Php- 27,032 Dump Truck: rate/hr:Php- 1,420.00, rate/day: Php- 11,360.00	25 minutes	<i>ENGR. ROY L. BERNARDO</i> Municipal Engineer <i>ERNESTO W. MAUR</i> Engineering Aide Municipal Engineering Office
	c. set schedule to inspect the project site		1 day	<i>ENGR. ROY L. BERNARDO</i> Municipal Engineer

		Road roller: rate/hr.-Php- 1,846.00, rate/day; Php- 14,768.00		<i>ERNESTO W. MAUR</i> Engineering Aide Municipal Engineering Office
3. Received order of payment	3. Issue Order of payment and instruct the client to pay the fees	None	10 minutes	<i>ENGR. ROY L. BERNARDO</i> Municipal Engineer <i>ERNESTO W. MAUR</i> Engineering Aide Municipal Engineering Office
4. . Pay the corresponding fees at the Municipal Treasury Office	4. Issue official Receipt	None		Municipal Treasurer Municipal Treasury Office
5. Received Rental Agreement	5.Issued Rental of agreement	None	5 minutes	<i>ENGR. ROY L. BERNARDO</i> Municipal Engineer <i>ERNESTO W. MAUR</i> Engineering Aide Municipal Engineering Office
Total			1 day and 56 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback?</p>	<p>Answer the client feedback form and drop it at the designated drop box in front of the lobby of Municipal Building 2.</p> <p>Contact info: Public Assistance and Complaints Desk: 0975-565-8265 HRMO: 0915-251-3852 Administrative Officer: 0997-325-8807 Email: mlgukasibu@gmail.com</p>
<p>How feedbacks are processed?</p>	<p>Every Friday, the Designated Personnel manning the Public Assistance and Complaint Desk opens the dropbox and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to 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 inquiries and follow-ups, the client may contact the following: Public Assistance and Complaints Desk: 0975-565-8265 HRMO: 0915-251-3852 Administrative Officer: 0997-325-8807 Email: mlgukasibu@gmail.com</p>
<p>How to complain?</p>	<p>Answer the client Complaint Form and drop it at the designated drop box in front of the lobby of Municipal Building 2.</p> <p>Complaints can be also filed via telephone. Make sure to provide the following information: Name of person being complained</p>

	<p>Incident Evidence</p> <p>For inquiries and follow-ups client may contact the following: Public Assistance and Complaints Desk: 0975-565-8265 HRMO: 0915-251-3852 Administrative Officer: 0997-325-8807 Email: mlgukasibu@gmail.com</p>
<p>How complaints are processed</p>	<p>The Designated Personnel manning the Public Assistance and Complaint Desk opens the complaint drop box on the daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Designated Personnel manning the public Assistance and Complaint Desk will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Designated Personnel manning the public Assistance and Complaint Desk will give feedback to the client.</p> <p>For inquiries and follow-ups, the client may contact the following: Public Assistance and Complaints Desk: 0975-565-8265 HRMO: 0915-251-3852 Administrative Officer: 0997-325-8807 Email: mlgukasibu@gmail.com</p>
<p>Contact Information: Public Assistance and Complaints Desk: Human Resource Management Office:</p>	<p>0975-565-8265 0916-831-4804</p>

Office of the Municipal Mayor:	0997-325-8807
Anti Red Tape Authority (ARTA):	(02) 8478-5091 / (02) 8478-5093 / (02) 8478-5099
Presidential Complaints Center (PCC):	8-2498310 / 8-736-8645 / 8-736-8603 / 8-736-8606 / 8-736-8629 / 8-736-8621
CSC Contact Center ng Bayan:	09088816565 / 1-6565*