



# Legislative Services

## Mandate:

### **Section 445, RA 7160. (Powers, Duties and Compensation of the Vice Mayor)**

1. Be the presiding officer of the Sangguniang Bayan and sign all warrants drawn on the Municipal Treasury for all expenditures appropriated for the operation of the Sangguniang Bayan;
2. Subject to civil service law, rules and regulations appoint all officials and employees of the Sangguniang Bayan, except those whose manner or appointment is specifically provided in RA 7160;
3. Assume the office of the Municipal Mayor for the unexpired term of the latter in the event of permanent vacancy as provided for in Section 44, Book I of the LGC;
4. Exercise the powers and perform such other duties and functions as may be prescribed by law or ordinance.

### **Section 447, RA 7160. (Powers, Duties and compensation of the Sangguniang Bayan)**

- A. Sangguniang Bayan, as the legislative body of the municipality, shall enact ordinances, approve resolutions and appropriate funds for the general welfare of the municipality and its inhabitants pursuant to section 16 of the LGC and in the proper exercise of the corporate powers of the municipality as provided for under Section 22 of the LGC, and shall:
1. Approve ordinances and pass resolutions necessary for an efficient and effective municipal government.
  2. Generate and maximize the use of resources and revenues for the development plans, program objectives and priorities of the municipality as provided for under Section 18 of the LGC with particular attention to agro-industrial development and countryside growth and progress;
  3. Subject to the provisions of book II of the LGC, grant franchises, enact ordinances authorizing the issuance of permits or licenses, or enact ordinances levying taxes, fees and charges upon such conditions and for such purposes intended to promote the general welfare of inhabitants of the municipality;

4. Regulate activities relative to the use of land, buildings and structures within the municipality in order to promote general welfare;
5. Approve ordinances which shall ensure the efficient and effective delivery of the basic services and facilities as provided for under Section 17 of the LGC;
6. Exercise such other powers and perform such other duties and functions as may be prescribed by law or ordinance.

**Section 469, RA 7160. (Qualifications, Powers and Duties of the Secretary to the Sangguniang Bayan)**

- a. There shall be a secretary to the Sanggunian who shall be career official with the rank and salary equal to a head of department or office.
- b. No person shall be appointed secretary to the sanggunian unless he is citizen of the Philippines, a resident of the Local Government Unit concerned, of good moral character, a holder of a college degree preferably university and a first grade civil service eligible or its equivalent.
- c. The secretary to the sanggunian shall take charge of the office of the secretary to the sanggunian and shall:
  1. Attend meetings of the sanggunian and keep a journal of its proceeding;
  2. Keep the seal of the local government unit and affix the same with his signature to all ordinances, resolutions and other officials acts of the sanngunian and present the same to the presiding officer for his signature;
  3. Forward to the Governor or Mayor, as the case may be, for approval, copies of ordinances enacted by the sanggunian and duly certified by the presiding officer, in the manner provided in section 54 under book I of this code;
  4. Forward to the Sangguniang Panlalawigan concern copies of duly approved ordinances, in the manner provided in Section 56 and 57 under book I of this code;
  5. Furnish upon request of any interested party, certified copies of records of public character in his custody, upon payment to the treasurer of such fees as may be prescribed by ordinance;
  6. Record in a book kept for the purpose, all ordinances and resolutions enacted or adopted by the sanggunian, with the dates of passage and publication thereof;
  7. Keep his office and all non-confidential records therein open to the public during usual business hours.

8. Translate into the dialect used by the majority of the inhabitants all ordinances and resolutions immediately after their approval, and cause the publication of the same together with the original version in the manner provided under this code; and
  9. Take custody of the local archives and where applicable, the local library and annually account for the same; and
- d. Exercise such other such other powers and perform such other duties and functions as may be prescribed by law or ordinance relative to his position.

**VISION:**

An improved quality of life in a developed, progressive, proactive, peaceful and ecologically balanced municipality

**MISSION:**

To sustain socio-economic and eco-agriculture development through responsive and effective legislation.

## 1.ISSUANCE OF CERTIFIED TRUE COPIES OF SANGGUNIANG BAYAN DOCUMENTS

Certified True Copies of documents or records of all proceedings of the Sangguniang Bayan like Ordinances, Resolutions, Journal of Proceedings, Committee Reports, Minutes of Sessions/Committee Meetings and Hearings, Attendance during Sessions and Meetings and Decisions on Administrative Cases can be issued to the public upon request.

<b>Office or Division:</b>	OFFICE OF THE SANGGUNIANG BAYAN (SB)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen G2G-Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Written request		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the Logbook	1. Provide logbook	None	3 minutes	<i>JOYCE ANNE B. FERNANDEZ</i> Records Officer I Office of the Sangguniang Bayan
2. Submit letter request	2.Receives and scan the letter	None	5 minutes	<i>JOYCE ANNE B. FERNANDEZ</i> Records Officer I Office of the Sangguniang Bayan
	3. records it on logbook	None	2 minutes	<i>JOYCE ANNE B. FERNANDEZ</i> Records Officer I Office of the Sangguniang Bayan
	4. Present to the Secretary to the Sanggunian for approval of request.	None	2 minutes	<i>JOYCE ANNE B. FERNANDEZ</i> Records Officer I Office of the Sangguniang Bayan
3.Receive assessment slip	5.Issue assessment slip of the corresponding	None	3 minutes	<i>JOYCE ANNE B. FERNANDEZ</i> Records Officer I

	secretary's fee for the document/s.			Office of the Sangguniang Bayan
4.Pays Secretary's Fee at the Treasury Office	6.Issue official receipt	Secretary's Fee-PHP 25.00/ page	Not applicable	<i>Municipal Treasurer Office</i>
5. Presents official receipt	7.Reproduces and certifies the needed documents.	None	3 minutes	<i>JOYCE ANNE B. FERNANDEZ Records Officer I Office of the Sangguniang Bayan</i>
6. Receive the document/s	8.Issue the document/s	None	2 minutes	<i>JOYCE ANNE B. FERNANDEZ Records Officer I Office of the Sangguniang Bayan</i>
<b>TOTAL</b>		PHP 25.00 per page	20 minutes	

## 2.ACCREDITATION OF ORGANIZATIONS/ASSOCIATION/COOPERATIVES:

Section 108 of RA 7160 provides that the Sanggunian accredit non-government organizations for purposes of membership to the Local Development Council. However, all non-government organizations/associations may request accreditation from the Sanggunian

<b>Office or Division:</b>	OFFICE OF THE SANGGUNIANG BAYAN		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C-Government to Citizen		
<b>Who may avail:</b>	Citizens of Kasibu		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Board Resolution requesting for		Client	

accreditation 2. A copy of the By-Laws and Articles of Incorporation 3. List of current Officers and Members 4. Audited financial Statement 5. Certificate of registration 6. Annual Accomplishment Report 7. Profile indicating the purposes and objectives of the organization 8. Copy of the minutes of the Calendar Year Meeting of the Organization		Client  Client Client Securities and Exchange Commission / Dep OLE / CDA Client Client  Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Register in the Logbook	1. Provide Logbook	None	3 minutes	<i>JOYCE ANNE B. FERNANDEZ</i> <i>Records Officer I</i> Office of the Sangguniang Bayan
2. Submits transmittal letter with attached documents to the receiving clerk	2.Receive documents	None	10 minutes	<i>JOYCE ANNE B. FERNANDEZ</i> <i>Records Officer I</i> Office of the Sangguniang Bayan
	3.Review completeness of attachments.		10 minutes	
2.Wait for the SB action	4.Records on logbook and include on the Next Order of Business of session 5.Refers to appropriate committee	None	4 days	<i>Committee members – In charge</i> Office of the Sangguniang Bayan

	6. Conduct committee meetings to discuss the matter	None	3 hours	<i>Committee members – In charge Office of the Sangguniang Bayan</i>
	7. Presents committee Report.	None	30 minutes	<i>Committee members – In Charge Office of the Sangguniang Bayan</i>
	8. Prepares Certificate of Accreditation and presents for signatures	None	1 day	<i>JAYZLE G. ROSENDO Local Legislative Staff Officer I Office of the Sangguniang Bayan</i>
2. Receive Certificate of accreditation and sign the receiving copy	9. Records and file document.	None	10 minutes	<i>JOYCE ANNE B. FERNANDEZ Records Officer I Office of the Sangguniang Bayan</i>
	10. Release Certificate of Accreditation to client		5 minutes	<i>JOYCE ANNE B. FERNANDEZ Records Officer I Office of the Sangguniang Bayan</i>
<b>TOTAL</b>		None	5 days 4 hours and 10 minutes	

### 3. REVIEW OF BARANGAY ORDINANCES:

<b>Office or Division:</b>	OFFICE OF THE SANGGUNIANG BAYAN
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G-Government to Government
<b>Who may avail:</b>	Barangay Local Government Units of Kasibu

<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Duly signed ordinance of the barangay (3 copies).		Client		
2. minutes of the Public Hearing of the Ordinance (3 copies).		Client		
3. Attendance sheet of the Public Hearing (3 copies)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Register in the Logbook	1.Provide Logbook	None	2 minutes	<i>JOYCE ANNE B. FERNANDEZ Records Officer I Office of the Sangguniang Bayan</i>
2. Presents transmittal of the documents for review to the receiving clerk	2.Receive documents and reviews the completeness of the requirements.	None	16 minutes	<i>JOYCE ANNE B. FERNANDEZ Records Officer I Office of the Sangguniang Bayan</i>
	3.Refer to the appropriate committee	None	8 days	<i>Committee members – In Charge Office of the Sangguniang Bayan</i>
	4.Conduct committee meetings for the deliberation of the matter		4 hours	<i>Committee members – In Charge Office of the Sangguniang Bayan</i>
	5.Prepare a resolution as passed by the body on session.	None	1 hour	<i>JAYZLE G. ROSENDO Local Legislative Staff Officer I Office of the Sangguniang Bayan</i>
	6.Submit for signature	None	15 minutes	<i>JAYZLE G. ROSENDO Local Legislative Staff Officer I Office of the Sangguniang Bayan</i>
	7. Record and file copies of		10 minutes	<i>JOYCE ANNE B. FERNANDEZ Records Officer I</i>



	the document.			Office of the Sangguniang Bayan
3. Received transmitted review action	8. Transmits review action to the client.	None	3 minutes	<i>JOYCE ANNE B. FERNANDEZ</i> <i>Records Officer I</i> Office of the Sangguniang Bayan
<b>TOTAL</b>		None	8 workings days, 5 hours and 49 minutes	

#### 4.REVIEW OF BARANGAY BUDGETS

Section 333 of RA 7160 provides that Barangay Ordinances Authorizing the annual appropriations of the barangays within the municipality be forwarded to the Sangguniang Bayan for review to ensure that the provisions of law be complied with.

<b>Office or Division:</b>	OFFICE OF THE SANGGUNIANG BAYAN	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2G-Government to Government	
<b>Who may avail:</b>	Barangay Local Government Units of Kasibu	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1.Duly signed Appropriation Ordinance of the barangay Authorizing its Annual Expenditure Program (4 copies)	Barangay	
2.Barangay Expenditures Program (4 copies)	Barangay	
3.AIP of the barangay with supporting documents (4 copies)	Barangay	

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the logbook	1. Provide logbook	None	3 minutes	<i>JOYCE ANNE B. FERNANDEZ Records Officer I Office of the Sangguniang Bayan</i>
2. Transmits documents through the receiving clerk	2. Review the completeness of the requirements and receive the documents.	None	10 minutes	<i>JOYCE ANNE B. FERNANDEZ Records Officer I Office of the Sangguniang Bayan</i>
	3. Record and calendar for the following regular session		10 minutes	<i>JOYCE ANNE B. FERNANDEZ Records Officer I / MONALIZA B. AMOGUIS Administrative Officer V Office of the Sangguniang Bayan</i>
	4. Refers to the appropriate committee	None	4 days	<i>Committee members – In charge Office of the Sangguniang Bayan</i>
	5. Transmit copy to Budget Office for preliminary review	None	5 minutes	<i>JOYCE ANNE B. FERNANDEZ Records Officer I Office of the Sangguniang Bayan</i>
	6. Receive result of preliminary review from the LFC	None	2 minutes	<i>JOYCE ANNE B. FERNANDEZ Records Officer I Office of the Sangguniang Bayan</i>
	7. Conduct Committee Meeting for the purpose.	None	4 hours	<i>Committee members – In charge Office of the Sangguniang Bayan</i>
	8. Calendar Committee Report for the next		10 minutes	<i>MONALIZA B. AMOGUIS Administrative Officer V Office of the Sangguniang Bayan</i>

	session containing the review result of the committee			
	10.Prepare resolution as passed by the body on session	None	1 hour	<i>JAYZLE G. ROSENDO Local Legislative Staff Officer I Office of the Sangguniang Bayan</i>
	11.Presents for signature	None	1 day	<i>JAYZLE G. ROSENDO Local Legislative Staff Officer I Office of the Sangguniang Bayan</i>
2.Receives transmitted review action	12.Record and file copy of the document Transmit review action to the client	None	15 minutes	<i>JOYCE ANNE B. FERNANDEZ Records Officer I Office of the Sangguniang Bayan</i>
<b>TOTAL</b>		<b>None</b>	<b>5 days, 6 hours</b>	

### 5. HEARING OF ADMINISTRATIVE CASES AGAINST ERRING BARANGAY OFFICIALS.

Section 62, letter c of RA 7161 provides that Administrative Cases Against Erring Barangay Officials be filed before the Sangguniang Bayan whose decision shall be final and executory:

<b>Office or Division:</b>	OFFICE OF THE SANGGUNIANG BAYAN	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C-Government to Citizens	
<b>Who may avail:</b>	All citizens	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Duly subscribed and verified complaints (14 copies).		Client

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the logbook	1. Provide logbook	None	2 minutes	<i>JOYCE ANNE B. FERNANDEZ</i> <i>Records Officer I</i> Office of the Sangguniang Bayan
2. Submit complaints to the receiving clerk.	2.Receive the verified complaint	None	5 minutes	<i>JOYCE ANNE B. FERNANDEZ</i> <i>Records Officer I</i> Office of the Sangguniang Bayan
3.Pay filing fee at the MTO	4.Issue official receipt	Filing Fee- PHP1,000.00	Not applicable	<i>Municipal Treasurer</i> Municipal Treasury Office
4.Return to SB Office and Present official receipt	5.Calendar for the following regular session	None	1 day 1 hour 10 minutes	<i>MONALIZA B. AMOGUIS</i> <i>Administrative Officer V</i> Office of the Sangguniang Bayan
	6.Refer to the Committee of the Whole	None	10 minutes	<i>Committee of the Whole</i> Office of the Sangguniang Bayan
5.Receives copy of the order to the respondent.	7.Conduct evaluation of the complaint.  8. If there is probable cause, send a copy of the complaint and order the respondent to submit a verified answer within 10 days upon receipt of letter.	None	30 minutes	<i>JOYCE ANNE B. FERNANDEZ</i> <i>Records Officer I</i> Office of the Sangguniang Bayan  <i>MANUEL N. BINWAG</i> <i>Secretary to the Sanggunian</i> Office of the Sangguniang Bayan

	9. If there is no probable cause, inform complainant that the case can't be pursued due to lack of probable cause.			<i>MANUEL N. BINWAG</i> <i>Secretary to the Sanggunian</i> <i>Office of the Sangguniang Bayan</i>
4. Respondent prepares and submit a verified answer not later than 10 days upon receipt of order	10. Upon receipt of answer, informs the Vice Mayor.  Sets a date for the SB to evaluate answer not less than 3 days	None	10 days	<i>MANUEL N. BINWAG</i> <i>Secretary to the Sanggunian</i> <i>Office of the Sangguniang Bayan</i>
5. Respondent and Complainant receive notice of Pre-trial conference	7. Send notices of Pre-Trial Conference to complainant, respondent and members of the sangguniang bayan.	None	1 day	<i>MANUEL N. BINWAG</i> <i>Secretary to the Sanggunian</i> <i>Office of the Sangguniang Bayan</i>
6. Attend Pre-Trial Conference with Legal Counsel.  Parties determine the issues involved in the case.	8. Invite both complainant and respondent to settle their misunderstanding amicably.  If settled, dismiss case.	None	35 days	<i>MANUEL N. BINWAG</i> <i>Secretary to the Sanggunian</i> <i>Office of the Sangguniang Bayan</i>

<p>Both parties decide on mode of presenting their case.</p> <p>Both parties submit their evidences one at a time.</p>	<p>If no settlement, proceed with the pre-trial conference</p> <p>Let both parties decide how they will present their case to the SB, whether on a full blown trial or summary of proceedings.</p> <p>When full-blown Trial is selected, both parties are requested to present their evidences. Evidences of the complainant be marked Exhibits while evidences of the respondent be marked annexes.</p> <p>Sets date of first hearing, then subsequent hearings when needed.</p>			
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7. Respondent and Complainant receives notice of the schedule of hearings.	9. Send notice of the schedule of hearings to both parties.	None	1 day	<i>MANUEL N. BINWAG</i> Secretary to the Sanggunian Office of the Sangguniang Bayan
8. Attend hearings with Legal Counsel for at least 2 hearings.	10. Conduct at least 2 hearings	None	37 days	<i>MANUEL N. BINWAG</i> Secretary to the Sanggunian Office of the Sangguniang Bayan
9. Receive order and submit position papers within ten (10) days upon receipt of the order.	11. After both parties had rested their case, order them to submit position papers within ten (10) days after the last hearing  Receive position papers. Sets and conducts session for the deliberation of the case.  Promulgate decision.	None	4 days	<i>MANUEL N. BINWAG</i> Secretary to the Sanggunian Office of the Sangguniang Bayan
10. Respondent and Complainant receive copies of decision	12. Send copies of the decision to both parties, to the Municipal Mayor and the MLGOO.	None	1 day	<i>MANUEL N. BINWAG</i> Secretary to the Sanggunian Office of the Sangguniang Bayan
<b>TOTAL</b>		<b>PHP 1,000.00</b>	<b>90 days, 1 hour and 58</b>	

		minutes	
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## 6. ISSUANCE AND RENEWAL OF TRICYCLE FRANCHISE AND PERMIT

<b>Office or Division:</b>	OFFICE OF THE SANGGUNIANG BAYAN			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	<b>G2B-Government to Business</b>			
<b>Who may avail:</b>	All tricycle operators			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. LTO Certificate of Registration</li> <li>2. LTO Official Receipt of the current year;</li> <li>3. Old franchise, if applicable</li> <li>4. Authorization letter duly signed by applicant and his valid ID if Applicant/owner is not available to submit his application;</li> <li>5. Recent Community Tax certificate;</li> <li>6. Barangay certification that the applicant is a bona fide resident and registered voter of the Barangay within the Municipality of Kasibu, if applicable, that the tricycle unit applied for is actually operating and /or has regular route within such Barangay; and,</li> <li>7. Sketch of location of applicants' residence within Kasibu.</li> </ol>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the logbook	1. Provide logbook	None	3 minutes	JESUSA CHRISTINE G.



				<i>CERILO Administrative Assistant III Office of the Sangguniang Bayan</i>
2. Present LTO Certificate of Registration and LTO Official Receipt of the current year.	2. Check the LTO Certificate of Registration and LTO Official Receipt if he/she is the owner of the tricycle unit	None	1 minute	<i>JESUSA CHRISTINE G. CERILO Administrative Assistant III Office of the Sangguniang Bayan</i>
2. Present the Tricycle Unit	3. Check Physical Requirements	None	5 minutes	<i>JESUSA CHRISTINE G. CERILO Administrative Assistant III / DONATO CUYAHO, JR. Administrative Aide IV Office of the Sangguniang Bayan</i>
3. Fill up the Provisional Authority to operate motorized Tricycle-for-hire form.	4. Review form	None	2 minutes	<i>JESUSA CHRISTINE G. CERILO Administrative Assistant III Office of the Sangguniang Bayan</i>
4. Fill up application form for tricycle operation at the Mayor's Office	5. Review the form	None	Not applicable	<i>Administrative Officer V Municipal Mayor's Office</i>
5. Pay the imposed fees at the Treasury Office	6. Issue Receipt	PHP 675.00	Not applicable	<i>Municipal Treasurer Municipal Treasury Office</i>
6. Submit receipt and forms	7. Receive the forms for signature of the Secretary to the Sanggunian and	None	5 minutes	<i>JESUSA CHRISTINE G. CERILO Administrative Assistant III</i>

	the Vice Mayor			Office of the Sangguniang Bayan
	8. Submit the form at the mayor's Office for Signature of the Mayor	None	1 minute	<i>JESUSA CHRISTINE G. CERILO</i> <i>Administrative Assistant III</i> Office of the Sangguniang Bayan
	9. Reproduce copy of the receipt for the client to claim the Permit Certificate to Operate	None	1 minute	<i>JESUSA CHRISTINE G. CERILO</i> <i>Administrative Assistant III</i> Office of the Sangguniang Bayan
7. Present the receipt to the Mayor's Office to claim the Permit	Released the Permit, Tricycle plate and sticker	None	Not applicable	<i>Administrative Officer V</i> Municipal Mayor's Office
<b>TOTAL</b>		<b>PHP 675.00</b>	<b>18 minutes</b>	

## 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><b>Contact info:</b>          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><b>For inquiries and follow-ups, the client may contact the following:</b>          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><b>For inquiries and follow-ups client may contact the following:</b>  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><b>For inquiries and follow-ups, the client may contact the following:</b>  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:  <b>Public Assistance and Complaints Desk:</b>  <b>Human Resource Management Office:</b></p>	<p>0975-565-8265  0916-831-4804</p>

**Office of the Municipal Mayor:**  
**Anti-Red Tape Authority (ARTA):**  
**Presidential Complaints Center (PCC):**  
**CSC Contact Center ng Bayan:**

0997-325-8807  
(02) 8478-5091 / (02) 8478-5093 / (02) 8478-5099  
8-2498310 / 8-736-8645 / 8-736-8603 / 8-736-8606 / 8-736-8629 / 8-736-8621  
09088816565 / 1-6565\*