

Carrascal, Ato ini!



Citizen's Charter

Office of the Municipal Mayor

**Quick Quality Services
to all Carrascalanons!**

Municipal Hall, Embarcadero
8318 Carrascal, Surigao del Sur

For more information
Please Contact:
JESSELYN E. LIANZA, MBA
Administrative Officer II/HRMO I
09202647030

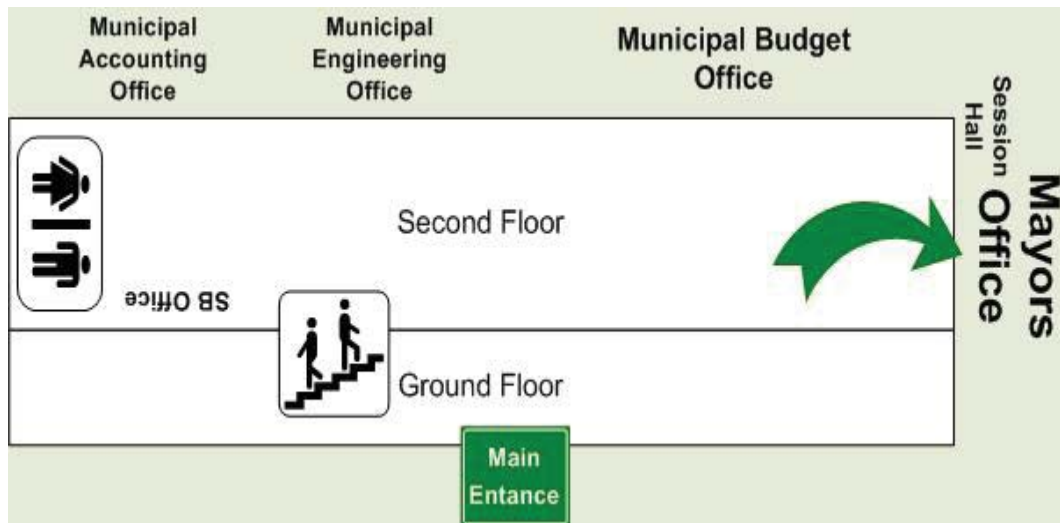


www.carrascal.gov.ph

SKETCH MAP

Office of the Municipal Mayor

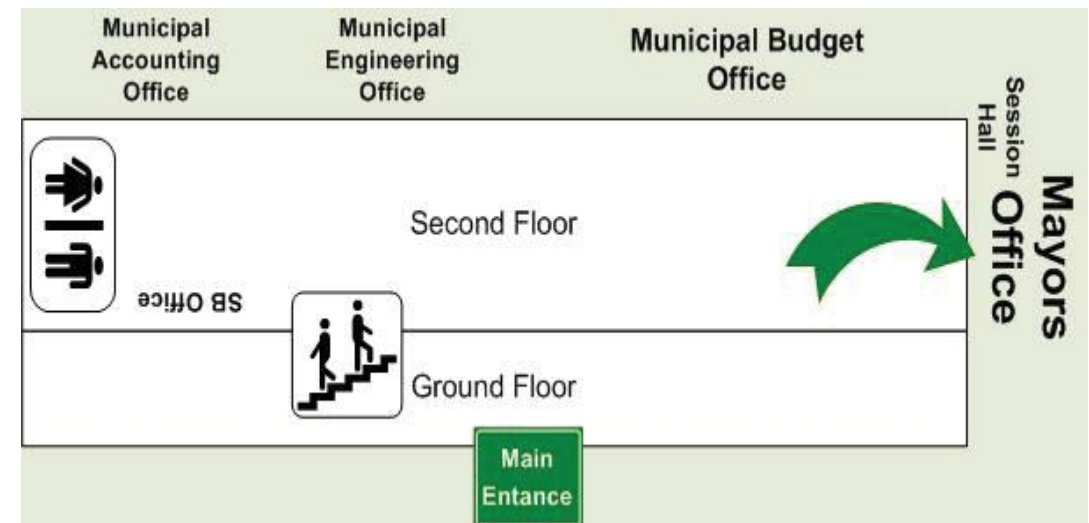
SECOND FLOOR



SKETCH MAP

Office of the Municipal Mayor

SECOND FLOOR



• PROCEDURES TO AVAIL THE SERVICE •

Follow these steps	It will take you	Please Approach
1. Filing/Recording of Request Submit documents required to the receiving clerk or employee-in-charge.	1 minute	Jovel T. Correos Administrative Assistant II
2. Preparation of Clearance or Certification MO staff prepares the Clearance or Certification	1 minute	Jesselyn E. Lianza, MBA HRMO I/AO II
3. Approval of Municipal Mayor Municipal Mayor approves the Clearance or Certification.	5 minutes	Melany G. Luengas Administrative Aide VI
4. Release of Clearance or Certification The Clearance or Certification is released to the client. Client leaves 1 copy with the Records Clerk for file.	1 minute	Chester A. Azarcon Administrative Aide VI
5. Release of Permit Receive copy of the permit.	1 minute	

AVAILING OF PUBLIC CUSTOMER ASSISTANCE

SERVICE DESCRIPTION:

LOCAL RESIDENTS and other clients may request the Municipal Mayor for referral, recommendation, endorsement or communications so that they can avail of free service or discounts.

Public Customer Assistance cover the following areas:

- Job Recommendations
- Endorsement for Transfer - for Carrascalanons in government service who are currently posted in other municipalities or province and would like to be transferred to Carrascal.

Each of these services requires separate requirements

REQUIREMENTS:

For Job Recommendations

- Complete Bio-data or Curriculum Vitae
- Police Clearance
- Past employment records
- Other relevant documents

For Endorsement for Transfer

- Letter to requests for transfer starting therein reasons for request
- Certified Service Record, if available

FEES:

None

• PROCEDURES TO AVAIL THE SERVICE •

Follow these steps	It will take you	Please Approach
1. Filing/Recording of Request Submit request letter or the pertinent documents required to the receiving clerk or employee-in-charge	1 minute	Arnel C. Sunico Senior Administrative Asst. II Jesselyn E. Lianza, MBA HRMO I/AO II
2. Preparation of Communication for the request will be prepared by the Community Development Information Office (CDIO).	15 minutes	Arnel C. Sunico Senior Administrative Asst. II
3. Approval by the Municipal Mayor Municipal Mayor approves request for assistance the communication.	2 minutes	Vicente Ty Pimentel, Jr. Municipal Mayor
4. Release of Communication or Request The approved communication is released to the client. Client leaves 1 copy with the Records Clerk; then, bring the communication to the appropriate firm or government agency.	1 minute	Chester A. Azarcon Administrative Aide VI

USING GOVERNMENT FACILITIES

SERVICE DESCRIPTION:

THE MUNICIPALITY of Carrascal offers the use of the following facilities ideal for seminars, conferences, gatherings, sports and other activities:

- Municipal Kiosk
- Carrascal Sports & Cultural Center
- Carrascal Tennis Court
- Carrascal Badminton Court
- Sound System

REQUIREMENTS:

- Letter -request addressed to the Municipal Mayor, specifying the government facility/ies to be used, date, time and purpose.

In availing the facilities of the Carrascal Sports and Cultural Center in Carrascal, Surigao del Sur, prospectively users may go directly and pay any bills at the Municipal Treasurer's Office.

FEES:

Electric Bill –	
* Carrascal Sports & Cultural Center	P100.00/duration
* Badminton/Tennis Court	30.00/hour
* Sound System	1,500.00

Rental of Plastic Chairs & Tables	
* Chairs	5.00/pc.
* Tables	P 5.00/pc.

Municipal Kiosk
* No payment if daytime & on night time only the electric bills will be paid.

• PROCEDURES TO AVAIL THE SERVICE •

Follow these steps	It will take you	Please Approach
1. Present Letter of Request Submit letter of request to the Receiving Clerk or any MO Staff	1 minute	Jovenal D. Urgel Administrative Officer III Jovel T. Correos Administrative Assistant II
2. Payment of Fees Pay prescribed fee at the Municipal Treasurer's Office	5 minutes	Emeberto F. Estrada LGRO-I
3. Preparation of Mayor's Permit Receiving Clerk prepares Mayor's Permit.	1 minute	Jovel T. Correos Administrative Asst. II
4. Approval of Permit The Mayor sign the permit.	1 minute	Vicente Ty Pimentel, Jr. Municipal Mayor
5. Release of Permit Receive copy of the permit	1 minute	Chester A. Azarcon Administrative Aide VI Jovel T. Correos Administrative Asst. II

SECURING LOCAL EMPLOYMENT REFERRALS (FOR APPLICANTS)

SERVICE DESCRIPTION:

The Municipal Government of Carrascal, Surigao del Sur through the PESO Designate provides employment assistance to jobseekers through referral. Career guidance and counseling are also offered to assist the applicants in going about the recruitment process in different companies.

The office offers interview tips and guides on writing resumes or application letters, among others. It also assists clients in choosing the position/job that will match their abilities and interests.

REQUIREMENTS:

- Curriculum Vitae/Resume with 2" x 2" ID picture
- Transcript of Records/Graduation Certificate (Form 137 for High School Graduates)
- Training Certificates, if available
- Employment Certificates, if available

FEES: NONE

• PROCEDURES TO AVAIL THE SERVICE •

Follow these steps	It will take you	Please Approach
1. Submit Requirements Submit the above requirements to the Municipal PESO Manager/ staff.	2 minutes	Arnel C. Sunico Senior Administrative Asst. II
2. Fill-up Applicant's Data Card Fill up the Data Card in a clear, legible manner. Make sure to indicate and provide a contact number and name of the person who can accept the call for you.		Jesselyn E. Lianza, MBA HRMO I/AO II
3. Job Opportunities Bulletin Series (JOBS) Choose 1 or 2 positions from the job Opportunities Bulletin Series (JOBS), a list of current vacancies posted on the Mayor's office bulletin board to be found at the ground floor.		

• PROCEDURES TO AVAIL THE SERVICE •

Follow these steps	It will take you	Please Approach
4. One-on-one Interview Undergo an interview with a Municipal PESO Designate/ Staff. Career counseling is also available.	10 minutes	Arnel C. Sunico Senior Administrative Assistant III
5. Issuance of Referral Letter Wait for the referral Letter(s). While waiting, you can read the employability Enhancement article posted on the Mayor's Office bulletin board, to help you in job hunting.	5 minutes	Chester A. Azarcon Administrative Aide VI
6. Application with the Employer Proceed to the company you are referred to. Attach the referral letter to your curriculum vitae and other documents. One set of documents is required per referral. You will need to follow-up his application.		Arnel C. Sunico Senior Administrative Asst. II

AVAILING OF SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENTS (SPES) (FOR APPLICANTS)

SERVICE DESCRIPTION:

THE SPECIAL Program for Employment of Students (SPES) aims to help poor but deserving students and out-of-school youth in pursuing their education by encouraging their employment during summer vacation. It was created under Republic Act 7323, enacted on March 30, 1992.

The program is conducted every year. Participants are assigned to work in SPES-registered private establishments, government institutions and departments. Work duration is a minimum of 15 but not more than 45 days. Participants are entitled to at least a minimum wage. Of this, 60% is paid by the employer; 40% is paid by the Department of Labor and Employment (DOLE).

Students and out-of-school youth applying under SPES must meet the following criteria:

- College Level
- Enrolled during the present school year/semester immediately preceding the summer

REQUIREMENTS:

- SPES Form No. 09 at PESO Manager
- Birth Certificate
- Affidavit - BIR certification at PESO Manager
- Barangay Clearance - stipulating therein, good moral character; a resident, income of P 36,000.00 annually
- Valid School I.D.
- Certification from school that he/she was enrolled this school year or the passing grade

FEES:	* BIR Affidavit	P 100.00
	* Certification	100.00
	* Barangay Clearance	100.00
	* Residence Certificate	35.00
	* Birth Certificate	100.00

• PROCEDURES TO AVAIL THE SERVICE •

Follow these steps	It will take you	Please Approach
<p>1. Fill-up RKS Ask for copies of Registration Form 09 (RKS) and fill it with complete and correct information.</p> <p>Submit the RKS with 1" x 1" pictures, within 1 or 2 days.</p>		
<p>2. Assessment of Manpower Requirements Mayor's staff assesses the SPES manpower requirements of the different government line agencies and private companies based on job vacancies solicited starting from the month of March.</p>		<p>Arnel C. Sunico Senior Administrative Asst. II</p> <p>Jesselyn E. Lianza HRMO I/AO II</p>
<p>3. SPES Orientation Attend a SPES Orientation for information on the details and guidelines of the program.</p>	2 hours	Arnel C. Sunico Senior Administrative Asst. II
<p>4. Evaluation of RKS Form Applicants are asked to come back on a scheduled date (right after the evaluation of the RKS forms). Students who qualify are contacted by phone. A list of qualified students is also posted at the Mayor's Office.</p>		-do-
<p>5. Publication of Line-up If you are included in the master list or line-up, ask for a Referral Letter to a participating government agency or private establishment.</p>	1 hour	Arnel C. Sunico Senior Administrative Asst. II

• PROCEDURES TO AVAIL THE SERVICE •

Follow these steps	It will take you	Please Approach
<p>6. Work Assignment Proceed to the assigned office/gather the lists of referral and placed SPES participants from the different government line agencies and private firms.</p>	2 minutes	Jesselyn E. Lianza, MBA HRMO I/AO II
<p>7. Evaluation of Requirements Submit the SPES requirements to Mayor's staff will Evaluate these.</p>	1-2 weeks	<p>Arnel C. Sunico Senior Administrative Asst. II</p> <p>Jesselyn E. Lianza HRMO I/AO II</p>
<p>8. Signing of SPES Contract Sign the Employment Contract and SPES Certification.</p>	1 minute	-do- Arnel C. Sunico Senior Administrative Asst. II
<p>9. Signing of Termination Report At the end of the work assignment, report to PESO Designate for signing of a Termination Report.</p>		
<p>10. Payroll Processing Forward your Daily Time Record (DTR) to the PESO so that 60% SPES payroll (paid by the employer) can be processed.</p>		-do-
<p>11. Submission of Reports to DOLE SPES requirements together with the pertinent reports are submitted to the Department of Labor & Employment (DOLE) Regional Office for further Evaluation and processing of 40% of the SPES payroll. Checks will be issued upon a SPES participant's presentation of his/her enrollment form and ID.</p>	1 day	Arnel C. Sunico Senior Administrative Asst. II

AVAILING OF COUNSELING ON NUTRITION AND FAMILY PLANNING

SERVICE DESCRIPTION:

COUNSELING is a major interpersonal tool used to motivate family planning method acceptance.

It can also provide mothers of malnourished children and malnourished pregnant and lactating information on nutrition geared towards improving nutritional status.

REQUIREMENTS: NONE

FEES: NONE

• PROCEDURES TO AVAIL THE SERVICE •

Follow these steps	It will take you	Please Approach
1. Request for information Go to Nutrition Office and Popcom Office and state request for information/service to person-in-charge.	3 mins.	Melany G. Luengas MNAO Designate Eduardo C. Arreza PopCom Officer Marietta D. Yuhiutian Nurse II
2. Counseling Person-in-charge conducts counseling to the client, and may issue IEC materials for reference.	1 hour	-do-
3. Register in the Logbook Client registers his name in the logbook for documentation purposes.	1 minute	Eduardo C. Arreza PopCom Officer

ISSUANCE AND SUBSCRIPTION OF CLEARANCES/AFFIDAVITS

SERVICE DESCRIPTION:

INDIVIDUAL'S need to secure a Mayor's Clearance before they can apply for a business license. People seeking employment are sometimes also required to secure the same. This is especially true of applicants to the Philippines national Police (PNP).

Some schools and overseas employment agencies require their student/recruits to secure a Certificate of Good Moral Character before they are allowed to enroll or apply.

These documents can be secured from the Office of the Municipal Mayor

REQUIREMENTS:

For Mayor's Clearance:

- Original Copy of Police Clearance
- Original Copy of Court Clearance
- Latest Community Tax Certificate
- Official receipt from the Municipal Treasurer's Office

For Certificate of Good Moral Character:

- Barangay Certification (stating that the client is a resident of the barangay and has no derogatory records)
- Official Receipt from the Municipal Treasurer's Office

FEES: Mayor's Clearance P 100.00
Securing Business Permit P 200.00
Certification P 30.00

• PROCEDURES TO AVAIL THE SERVICE •

Follow these steps	It will take you	Please Approach
1. Pay the required fees	3 minutes	Mun. Treasurer's Office
2. Inform the clerk of what kind of document he/she needed and give his/her personal circumstances.	5 minutes	Melany G. Luengas Administrative Aide VI Chester A. Azarcon Administrative Aide VI

AVAILING OF SUPPLEMENTAL FEEDING PREPARATION

SERVICE DESCRIPTION:

THE MUNICIPALITY and Nutrition Office (MNAO) provide milk and supplemental feeding to walk-in malnourished pre-schoolers and pregnant mothers to improve their nutritional status.

This forms part of the Municipality campaign against malnutrition in pre-schoolers and expectant mothers.

REQUIREMENTS: NONE

FEES: NONE

• PROCEDURES TO AVAIL THE SERVICE •

Follow these steps	It will take you	Please Approach
1. Conduct Operation Timbang in 14 barangays.	5-10 hours	Melany G. Luengas Administrative Aide VI
2. Monitor weights of Preschoolers every month.	2 hours	Marietta D. Yuhiutian Nurse II Araceli O. Arreza Midwifeh
3. Monitor Vitameal Feeding of Malnourished Preschoolers & School Children in 14 barangays.	3 hours	Melany G. Luengas Administrative Aide VI

APPLYING FOR A JOB WITH THE LOCAL GOVERNMENT

SERVICE DESCRIPTION:

APPLICATIONS for work at the Municipality of Carrascal is open to anyone provided that they meet the qualifications required for the job opening.

Job openings are posted at the Municipal Hall and bulletin boards. Applications should be submitted to the HRMO. A Personnel Selection Board (PSB) screens the applicants.

The PSB members are:

- Municipal Mayor designated the SBMember as Chairman
- Municipal Human Resource Management Officer
- Department Head of the department which has the vacancy
- Municipal Accountant
- Municipal Budget Officer
- Municipal Treasurer
- SB Representative
- 2nd Level Employees Representative

REQUIREMENTS:

- Application Letter
- Curriculum Vitae with Latest 2" x 2" picture
- Photocopy of Certificate of Eligibility
- Photocopy of Transcript of Records
- Photocopy of certifications of employment (experienced)
- Other supporting documents, if any

FEES: NONE

• PROCEDURES TO AVAIL THE SERVICE •

Follow these steps	It will take you	Please Approach
1. Check for Job Vacancy Proceed to Mayor's Office and checks the HRMO bulletin Board found at the ground floor for any job posting. He/She may also check out the Civil Service Commission Bulhletin.	2 minutes	Jesselyn E. Lianza, MBA HRMO I/AO II
2. Submit Application Submit an application letter specifying the position applied for, together with the requirements.	2 minutes	Jesselyn E. Lianza, MBA HRMO I/AO II
3. Preliminary Interview Undergo an interview with the Human Resource Management Officer upon filing of application. This is done to know whether the applicant meets the minimum qualification standard (QS) requirements for the position.	15 minutes	Jesselyn E. Lianza, MBA HRMO I/AO II
4. Wait for Advice/Notice Applicant will be advised to come back on a schedule date when the Personnel Selection Board (PSB) screens the applicants to fill the vacancy. Only applicants who are able to meet the minimum QS requirements will be called for an interview by the PSB.	1 minute	Jesselyn E. Lianza, MBA HRMO I/AO II

• PROCEDURES TO AVAIL THE SERVICE •

Follow these steps	It will take you	Please Approach
5. PSB Screening The PSB screens and interviews the applicants who meet the QS requirements. The results of the PSB screening should be consolidated and should be distributed to the PSB members.	4 hours	Jesselyn E. Lianza, MBA HRMO I/AO II PSB Selection Board
6. Hiring The applicant selected by the Municipal Mayor out from the applicants recommended by the PSB to fill the vacant position is informed about the selection. Hiring/Start of employment depends on the department that has the vacancy. Employment papers are prepared by the HRMO.		Vicente Ty Pimentel, Jr. Municipal Mayor

FILING AN APPLICATION FOR LEAVE OF ABSENCE

SERVICE DESCRIPTION:

PERMANENT employees are entitled to vacation and sick leave.

Employees accrue leave credits (1.25 days each for vacation and sick leave every month).

Actual leaves are deducted from their leave credits. If an employee’s leave period goes beyond the accrued credits, he/she will not be entitled to pay for the excess leave.

Applications for vacation leave must be filed at least 5 days before the leave. For sick leaves, the application must be filed immediately after an employee returns to work.

REQUIREMENTS:

- Application for Leave (CSC Form no. 1) 4 Copies
- Medical Certificate for sick leave exceeding 5 days
- Clearance from money and/or property responsibilities if leave will last for 30 calendar days or more.

FEES: NONE

• PROCEDURES TO AVAIL THE SERVICE •

Follow these steps	It will take you	Please Approach
1. Fill up application for Leave Form Employee accomplishes 4 copies of an Application for Leave Form, and has it approved by the Department Head.		
2. File Application for Leave Form Employee submits the Applications for Leave Form together with the requirements above.	2 minutes	Jesselyn E. Lianza, MBA HRMO I/AO II
3. Processing of Leave Form Employee waits while the HRMO finds his/her leave cards; make sure that supporting documents are in order; computes accrued leave credits; and processes Application for Leave Form.	3-5 minutes	Jesselyn E. Lianza, MBA HRMO I/AO II
4. Approval of Leave Computation Human Resource Management Officer approves the computation the Application for Leave.	2 minutes	Jesselyn E. Lianza, MBA HRMO I/AO II
5. Approval by the Municipal Mayor HRMO forwards the processed Application for Leave and submits the form to the Municipal Mayor for approval.	2 minutes	Vicente Ty Pimentel, Jr. Municipal Mayor
The HRMO furnish a copy of the form after approval by the Municipal Mayor to the concerned employee.		

SECURING SERVICE RECORD, CERTIFICATE OF EMPLOYMENT AND OTHER PERSONNEL RECORDS

SERVICE DESCRIPTION:

MUNICIPAL GOVERNMENT employee may request the HRMO for copies of service records, certificates of employment and other certifications.

REQUIREMENTS:

These are usually required for:

- Salary loans and other forms of loans
- Credit card applications
- Step Increment/Promotions
- Payment of loyalty pay
- Retirement and terminal leave purposes
- Employment by other firms/agencies upon resignation from the local government

FEES: NONE

• PROCEDURES TO AVAIL THE SERVICE •

Follow these steps	It will take you	Please Approach
1. Inform the HRMO About the request - Service Records.	1 minute	Jesselyn E. Lianza, MBA HRMO I/AO II
2. Print Record Wait while HRMO prints the service record, Certificate of Employment, or the other request specified & signed before the approval of the LCE.	6 minutes	Jesselyn E. Lianza, MBA HRMO I/AO II
3. Approval of the Record Submit the requested record to the Municipal Mayor for signature.	3 minutes	Vicente Ty. Pimentel, Jr. Municipal Mayor
4. Issuance of Record Receive the requested record from HRMO.	3 minutes	Jesselyn E. Lianza, MBA HRMO I/AO II

SECURING MAYOR'S CLEARANCE AND CERTIFICATE OF GOOD MORAL CHARACTER

SERVICE DESCRIPTION:

INDIVIDUALS NEED to secure a Mayor's Clearance before they can apply for a business permits. People seeking employment are sometimes also required to secure the same. This is especially true of applicants to the Philippine National Police (PNP).

Some schools and overseas employment agencies require their students/recruits to secure a Certificate of Good Moral Character before they are allowed to enroll or apply.

REQUIREMENTS:

For Mayor's Clearance:

- Original Copy of Police Clearance
- Latest Community Tax Certificate
- Official Receipt from the Municipal Treasurer's Office

For Certificate of Good Moral Character:

- Barangay Certification (stating the client is a resident of the barangay and has no derogatory records)
- Official Receipt from the Municipal Treasurer's Office

FEES:

- Mayor Clearance P 100.00
- Certification P 30.00 (From MTO)

APPLYING FOR HOUSEHOLD WATER INSTALLATION

SERVICE DESCRIPTION:

Connection of water pipeline service to subscriber to avail potable water.

REQUIREMENTS:

- Application Form
- Water service contract
- Community Tax Certificate (Sedula)

- FEES:**
- | | |
|-----------------------|------------|
| 1. Connection Fee | P 1,000.00 |
| 2. Water Guaranty Fee | P 100.00 |

• PROCEDURES TO AVAIL THE SERVICE •

Follow these steps	It will take you	Please Approach
1. Fill out application form and submit all the requirements	3 minutes	Joel O. Yparraguirre OIC - CWS
2. Wait for the sketch location site inspection	5 minutes	Joel O. Yparraguirre OIC - CWS
3. Submit CWS application for the approval of Carrascal Water System - OIC Manager	5 minutes	Joel O. Yparraguirre OIC - CWS
4. Proceed to MTO for payment	2 minutes	Daisy M. Orag RCC - II
5. Secure signature of witnesses	2 minutes	Lilian D. Frias Municipal Treasurer Marlie M. Dalguti, CPA Municipal Accountant
6. Submit to the Municipal Mayor for approval.	2 minutes	Vicente Ty Pimentel, Jr Municipal Mayor

SECURING WATER BILLS

SERVICE DESCRIPTION: NONE

REQUIREMENTS: NONE

- FEES:**
- | | |
|---------------|---------------------|
| 1-10 Minimum | P50.00/1st 10 cu.m. |
| 11-20 Next 10 | 5.00/cu.m. |
| 21-30 Next 10 | 7.00/cu.m. |
| 31-40 Next 10 | 8.00/cu.m. |
| 41-Up | 10.00/cu.m. |

• PROCEDURES TO AVAIL THE SERVICE •

Follow these steps	It will take you	Please Approach
1. Issue Water Bill to Customer/Household	5 minutes	Joel O. Yparraguirre OIC - CWS
2. Receives the water bill	3 minutes	Joel O. Yparraguirre OIC - CWS
3. Payment of Fees	3 minutes	Daisy M. Orag Rev. Coll. Clerk II