



*A Green and Organized Municipality*

Department Agency	LGU-Mabinay, Negros Oriental
Program Title/Name	Zero Backlog Program Tracking System
Program Objective	<ol style="list-style-type: none"> <li>1. To ensure that the Citizen's Charter of each office in the LGU is fully implemented</li> <li>2. To expedite business related and non-business related transactions in the various offices to avoid red tape</li> <li>3. To serve as control mechanism to avoid delays in office transaction</li> </ol>
Target Output	Efficient, Effective, Transparent Business and Non-Business Related Transaction in the Local Government Unit of Mabinay
Date Implemented	November, 2021
Implementing Office	General Services Office
Program Description	This is a newly-introduced program of the Local Government Unit of Mabinay beginning November, 2021. It began with the updating of the Citizen's Charter of the various offices. This program is taken care of by the Office of the General Services which also a newly-established office. It was just established last January 4, 2021. The General Services Officer is the designated ARTA Focal Person and the Vice-Chair of the newly-created CART.

Matrix of Services and Plan of Action							
Office	Name of service	Classification (Simple, Complex, Highly Technical)	Average Number of applications /requests/ license/permit/clearances, etc. received per day	Average Number of applications /requests/license/permit/clearances, etc. processed within the prescribed processing time	Average Number of applications/requests/license/permit/clearances, etc. ISSUED within the prescribed time	Intervening Factors for the gap (i.e., limited IT infrastructure, unavailable signatories, etc.)	Plan of Action to address the gap (i.e., Streamlining, Digitalizaion.)
Municipal Environment and Natural Resources Office (MENRO)	1. Issuance of Sanitary Permit/Issuance of Health Card	Complex	4	4	4		
	2. Issuance of Smokefree & SWM Certificate	Complex	4	4	4		
	3. Endorsement of Business Permit	Simple	4	4	4		
	4. Garbage Collection	Simple	1	1	1		
	5. Answering Complain	Complex	As they come	38	38		
Municipal Assessor's Office	1. Processing and Issuance of Tax Declaration	Simple	12	12	12		

	2. Issuance of Certified True Copy of Tax Declaration	Simple	5	5	5		
	3. Issuance of Property Certification	Simple	5	5	5		
	4. Issuance of Certification of History of Real Property	Simple	2	2	2		
	5. Issuance of Ocular Inspection Report	Complex	2	2	2		
Rural Health Unit I and II	1. Prenatal Services to women for 1st to 3rd times of pregnancy	Complex	63	63	63	10 gaps identified	
	2. Consultation/Client Management	Complex	36	36	36	10 gaps identified	
	3. Immunization Services	Complex	48	48	48	10 gaps identified	
	4. Family Planning Services	Complex	28	28	28	10 gaps identified	
	5. TB detection control/management	Complex	1	1	1	10 gaps identified	
	6. Leprosy Control/Management	Complex	0	0	0	10 gaps identified	
	7. Laboratory Services	Complex	15	15	15	10 gaps identified	
	8. Issuance of Medical Certificate	Complex	10	10	10	10 gaps identified	
	9. Issuance of Medico Legal Certificates	Complex	As the need arise	All processed in the prescribed period	All issued within the prescribed period	10 gaps identified	
	10. Issuance of Sanitary Permits	Simple	5	5	5	10 gaps identified	
	11. Issuance of Health Certificate	Simple	5	5	5	10 gaps identified	
	12. Patients on labor	Complex	2	2	2	10 gaps identified	
	14. High Risk Patients	Complex	2	2	2	Availability of transport vehicle (ambulance)	Additional transport vehicle in the future
Local Civil Registrar	1. Registration of application for Marriage Licence	Simple	2	2	2		

	2. Registration of Bith Certificate	Simple	9	9	9		
	3. Registration of Marriage ofMarriage Certificate	Simple	2	2	2		
	4. Registration of Death Certificate	Simple	2	2	2		
	6. Issuance of Certified Copy of Civil Registry documents LCR/PSA	Simple	13	13	13		
	7. Registration of Court Decrees and Annotation of the Affected Civil Registry record book	Simple	1	1	1		
	8. Registration of legal instruments and annotation	Simple	2	2	2		
	9. Legitimation of a Natural Child	Simple	1	1	1		
	10. Handle and take action on petitous to correct entries and change of first name persuant to RA 9098 and RA 10172	Simple	1	1	1		
Municipal Accounting Office	1. Pre-Audit Disbursement Vouchers and Payrolls	Simple	53	53	53		
	2. Issuance of Accountant's advice for Check Issued	Simple	2	2	2		
	3. Issuance of Certification	Simple	1	1	1		
Municipal Budget Office	1. Processing Claims	Simple	11,963 OBRs	11,963 OBRs	None	N/A	

	2. Conduct preliminary review of all Barangay Annual and Supplemental budgets	Simple	32 Annual Budgets and 38 Supplemental Budgets	32 Annual Budgets and 38 Supplemental Budgets	None	N/A	
	3. Conduct preliminary review of all SK Annual and supplemental budgets	Simple	40 SK Annual Budgets and 10 Supplemental Budgets	40 SK Annual Budgets and 10 Supplemental Budgets	None	N/A	
	4. Preparation of proposed Annual Budget	Simple	20 Offices	20 Offices	None	N/A	
	5. Preparation of Supplemental Budgets	Simple	25 Supplemental Budgets	25 Supplemental Budgets	None	N/A	
General Services Office	1. Numbering of Purchase Requests	Simple	19	19	19	None	
	2. Numbering of Purchase Orders	Simple	16	16	16	None	
	3. Numbering of Job Requests	Simple	16	16	16	None	
	4. Numbering of Job Orders	Simple	11	11	11	None	
	5. Numbering and Signing of Acknowledgment Receipt for Equipment	Simple	2	2	2	None	
	6. Numbering and Signing of Inventory Custodian Slip	Simple	2	2	2	None	
	7. Numbering and Signing of Requisition and Issue Slip	Simple	2	2	2	None	
	8. Issuance of Property, Plant, and Equipment	Simple	1 per year	1 per year	1 per year	None	
	9. Issuance of Report of Physical Count of Inventories	Simple	2 per year	2 per year	2 per year	None	

	10. Issuance of Report of Uncerviseable Proprty	Simple	1 per year	1 per year	1 per year	None	
Municipal Treasurer's Office	1. Business Permit/License Application	Simple	30	28	28	Health Office requirements/Engineering Office requirements not complied	
	2. MTOP Applications	Simple	10	10	10		
	3. Real Property Tax Clearance/Certificate	Simple	3	3	3		
Municipal Engineering Office	1. Drafting and Preparation of Plan and Program of Work	Complex	1 to 4	40-60 requests	35-45	Unavailable signatories, lacking documents	
	2. Maintenance of Government Bldgs	Technical	0 to 1	8	3		
	3. Preparation of Vouchers and Work Accomplishment	Complex	1 to 2	50-80 vouchers processed	40-50	Lacking documents, incomplete deliveries	
Municipal Planning and Development Office	1. Issuance of Zoning Clearance/Zoning Certificate	Complex	2 applications/day	5 mins	2 applications	Unavailability of Signatory	Advise the applicants to complete their requirements
						Lack of documents	
						No payments paid	
	2. Review of Barangay Annual/Supplemental Investment Program	Complex	3 Barangay AIP/day	15 mins	3 BarangayAIPs reviewed w/in the prescribed time	Lack of supporting documents	Advise the Brgy Secretaries to complete the supporting documentrts for review
Unavailability of Signatory (from Brgy Signatories)							

	3. Planning and Formation of Comprehensive Local Economic and Development Plan	Technical	1 CLUP (Long term)	1 year	1 CLUP (Long term)	No Available Data	All offices must submit updated data from their respective offices for data banking (Annually)
			1 CDP (Medium)		1 CDP (Medium)	Delayed Submission of Data Requested from Different Offices	
			1 CDRA		1 CDRA		
			1 FLUP		1 FLUP		
			Project Implementation Monitoring Verification		Project Implementation Monitoring Verification		
Municipal Agriculture Office	1. Distribution of Rice Seeds	Simple	2719 bags	Twine per year	1200 farmers	Lack of transportation	Lobby at Legislative body about the problem
	2. Distribution of Corn Seeds	Simple	520 bags	Twine per year	520 farmers	No available allowance for JO transportation	
	3. Livestock Vaccination	Simple	8000 dogs & cats	Monthly	4500 farmers	do	do
	4. Artificial Insimination	Simple	360 Swine	Monthly	360 farmers	do	do
			60 Cattle	Monthly	60 farmers	do	do
			30 Carabao	Monthly	30 farmers	do	do
	5. Vitamins Supplementation	Simple	276 Cattle	Monthly	200 farmers	do	do
			79 Carabao	Monthly	50 farmers	do	do
			2586 Swine	Monthly	2000 farmers	do	do
			234 Goat	Monthly	180 farmers	do	do
	6. Deworming	Simple	84 Cattle	Monthly	60 farmers	do	do
			39 Carabao	Monthly	30 farmers	do	do
			1435 Swine	Monthly	2000 farmers	do	do
33 Goat			Monthly	15 farmers	do	do	
7. Animal Castration	Simple	961 Swine	Monthly	300 farmers	do	do	
8. Fry Distribution	Simple	39,370 Tilapia fry	Monthly	64 farmers	do	do	
9. Vegetable Distribution	Simple	4000 pack	Everyday	5500 farmers	do	do	
10. Coffee Seedling Distribution	Simple	1000 seedling	Once a year	250 farmers	do	do	
11. Cacao Seedling Distribution	Simple	1000 seedling	Once a year	225 farmers	do	do	
12. Coffee Rehabilitation	Simple	2000 trees	Once a year	300 farmers	do	do	

	13. Mango Rehabilitation	Simple	550 trees	Once a year	6 farmers	do	do
Municipal Social Welfare and Dev't. Office	1. Financial Assisstance	Highly Technical	984	984	950	Lacking documents/attachments	Completion of Documents
						Unavailable Signatories	Designate OIC
	2. Issuance of PWD ID/Booklets	Highly Technical	668	668	668		Designate OIC
	3. Financial Assisstance to PWD	Highly Technical	518	518	518		
	4. Issuance of SC 1D/Booklets	Highly Technical	310	310	265	Lacking documents	Deadline of Compliance
	5. Phil Health	Highly Technical	565	565	565	Lack Budget	Increase budget for Phil Health Issuance
	6. AICS (Calamity, burial, medical, food)	Highly Technical	2,404	2,403	2,403	No access to communication to follow-up	Provide contact number for follow-up
	7. FA to Solo Parents	Simple	616	616	600	For revalidation	Brgy. Validation
	8. FA to VAW-C/Children	Highly Technical	23	23	23		
Mayor's Office	1. Issuance of Business License and Mayor's Permits	Simple	2	2	2		
	2. Issuance of Mayor's Clearance	Simple	2	2	2		
	3. Issuance of Special Permits	Simple	2	2	2		
	4. Issuance of Motorized Tricycle Operator's Permit/MTOP	Simple	2	2	2		

**Implementation Results**

1. Personnel became conscious of what are expected of them especially that the concerned office handling ARTA concerns is diligently asking for the Client Feedback Forms.

2. Mechanisms supporting the Zero Backlog Program are in place like the Public Assistance and cComplaints Desk with a Public Assistance and Complaints Desk Officer

3. Personnel of the various offices have created better atmosphere in accommodating clients.

Name of Office: Municipal Environment and Natural Resources Office (MENRO)					
Name of Service (License, Clearance, Permit, Certification, Authorization, and Others)	Classification of Service (Simple, Complex, Highly Technical)	Processing time Indicated in the Citizen's Charter (i.e., days/hours/minutes)	Total number of received applications for the covered period	Total number of pending transactions for the covered period	Remarks
1. Clearance, Certificate, etc Answering/Inspection RE	Simple	25 minutes	1,172	None	
2. Complaints	Highly Technical	15 days	38	None	
Name of Office: Municipal Assessor's Office					
1. Processing and Issuance of Tax Declaration	Highly Technical	3 weeks, 1 day, 4 hrs. & 15 mins.	3168	None	
2. Issuance of Certified True Copy of Tax Declaration	Simple	30 mins.	1320	None	
3. Issuance of Property Certification	Simple	30 mins.	1320	None	
4. Issuance of Certification of History of Real Property	Simple	1 day, 6 hrs. & 20 mins.	52	None	
5. Issuance of Ocular Inspection Report	Complex	4 days & 30 mins.	528	None	
Name of Office: Local Civil Registrar					
1. Registration of application for Marriage Licence	Complex	10 days & 45 minutes	613	None	
2. Registration of Bith Certificate	Complex	13 days & 16 minutes	2,780	None	
3. Registration of Marriage of Marriage Certificate	Complex	10 days & 30 minutes	707	None	
4. Registration of Death Certificate	Simple	Depends on the availability of signatories (Doctor, Police Officer)	660	None	
6. Issuance of Certified Copy of Civil Registry documents LCR/PSA	Simple	30 minutes	4,020	None	



7. Registration of Court Decrees and Annotation of the Affected Civil Registry record book	Simple	1 hour & 35 minutes	352	None	
8. Registration of legal instruments and annotation	Simple	1 hour & 35 minutes	755	None	
9. Legitimation of a Natural Child	Simple		420	None	
10. Handle and take action on petitous to correct entries and change of first name pursuant to RA 9098 and RA 10172	Simple		352	None	
<b>Name of Office: Municipal Accounting Office</b>					
1. Pre-Audit Disbursement Vouchers and Payrolls	Simple	7 mins (reg. DV)	16,582	None	
		17 mins. (contractor's billing DV)			
		17 mins. (payroll)			
2. Issuance of Accountant's advice for Check Issued	Simple	5 mins.	624	None	
3. Issuance of Certification	Simple	9 mins.	353	None	
<b>Name of Office: Municipal Budget Office</b>					
1. Processing Claims	Simple	7 minutes	11,963 OBRs	None	
2. Conduct preliminary review of all Barangay Annual and Supplemental budgets	Simple	25 minutes	32 Annual Budgets and 38 Supplemental Budgets	None	
3. Conduct preliminary review of all SK Annual and supplemental budgets	Simple	25 minutes	40 SK Annual Budgets and 10 Supplemental Budgets	None	
4. Preparation of proposed Annual Budget	Simple	40 days	20 Offices	None	
5. Preparation of Supplemental Budgets	Simple	3 days	25 Supplemental Budgets	None	
<b>Name of Office: General Services Office</b>					
1. Numbering of Purchase Requests	Simple	5 minutes	19	None	

2. Numbering of Purchase Orders	Simple	5 minutes	16	None	
3. Numbering of Jobe Requests	Simple	5 minutes	16	None	
4. Numbering of Job Orders	Simple	5 minutes	11	None	
5. Numbering and Signing of Acknowledgment Receipt for Equipment	Simple	8 minutes	2	None	
6. Numbering and Signing of Inventory Custodian Slip	Simple	8 minutes	2	None	
7. Numbering and Signing of Requisition and Issue Slip	Simple	8 minutes	2	None	
8. Issuance of Property, Plant, and Equipment	Simple	10 minutes	1 per year	None	
9. Issuance of Report of Physical Count of Inventories	Simple	10 minutes	2 per year	None	
10. Issuance of Report of Uncerviseable Property	Simple	10 minutes	1 per year	None	
<b>Name of Office: Municipal Treasurer's Office</b>					
1. BPL Application and payment of Bus Taxes:					
a. New Applications	Simple	18 minutes	392	1	Road Allowance issue/not cleared at Engineering Office
b. Renewal Applications	Simple	18 minutes	627	6	Road Allowance issue/not cleared at Engineering Office
2. Motorized Tricycle Operator's Application & Payment	Simple	15 minutes	520	None	
Real Property Tax:	Simple				
a. Request Tax Clearance/Certification	Simple	10 minutes	696		
<b>Name of Office: Municipal Engineering Office</b>					
1. Issuance of Building permit	Complex	3 days	87	None	
2. Issuance of other permits (Excavation)	Simple	2 days	2	None	
3. Issuance of Electrical Wiring Permit	Simple	2 days	616	2	Lacking requirements/ CNC and ancillary permit form
4. Issuance of Certificate of Occupancy	Complex	3 days	109	None	

5. Issuance of New and Renewal of Business Permit	Simple	30 minutes	1,019	None	
Name of Office: Municipal Planning and Development Office					
1. Request copy of Maps	Simple	15 minutes	2	None	
2. Municipal Profiles and Development Plans	Technical				
Name of Office: Municipal Agriculture Office					
RSBSA Registration rto Farmers Registry System for Basic Sector in Agriculture	Simple	3 mins.	3500	None	
PCIC Insurance Philippine Crop Insurance Corporation	Simple	10 min.	3500	None	
Availment of Tractors Services	Simple	10 mins.		None	
Plowing			54	None	
Towing			34	None	
Name of Office: Municipal Social Welfare and Dev't. Office					
1. Issuance of Certificate of Indigency	Simple	5 mins.	368	10	Lacking documents
2. Social Case Summary	Simple	30 mins.	210		
3. Case Summary	Simple	8 mins.	332	None	
4. Issuance of Solo Parent ID	Simple	20 mins.	305	15	Found new partner/live-in
5. Case Conference/Counselling	Simple	2 hrs.	34		
6. Issuance of Certificate of Eligibility	Simple	5 mins.	1,227	None	
7. Pre-marriage Orientation & Counselling	Simple	4 hrs.	620	None	
8. Counselling to CAR/CICL	Simple	2 hrs.	3	1	Court hearing on going
9. Certifications	Simple	8 hrs.	5	None	
Name of Office: Mayor's Office					
1. Issuance of Business License and Mayor's Permits	Simple	35 mins.	1,959	None	
2. Issuance of Mayor's Clearance	Simple	8 mins.	328	None	
3. Issuance of Special Permits	Simple	8 mins.	450	None	
4. Issuance of Motorized Tricycle Operator's Permit/MTOP	Simple	5 mins.	849	None	

**Summary of Backlog Transactions**

Offices	Nature of Transaction	Quantity	Reason/s
Municipal Environment and Natural Resources Office (MENRO)	None	None	None
Municipal Asessor's Office	None	None	None
Rural Health Unit I and II	None	None	None
Local Civil Registrar	None	None	None
Municipal Budget Office	None	None	None
General Services Office	None	None	None
Municipal Treasurer's Office	Business License New Applications	1	Road Allowance issue; Store owner failed to execute affidavit of Undertaking as required by Mun. Engineering Office
	Business License Renewal Applications	6	Real Property ownership issue & road allowance not cleared by Mun. Engineering Office
Municipal Engineering Office	Issuance of Electrical Wiring Permit	2	Lacking requirements/ CNC and ancillary permit form
Municipal Planning and Development Office	Planning and Formulation of Comprehensive Local Economic and Development Plan	1 CLUP	On going formulation of zoning ordinance a subject for public hearing and PLUC review and approval
Municipal Social Welfare and Dev't. Office	1. Issuance of Certificate of Indigency	10	Lacking documents/attachments
	2. Issuance of SC ID Cards	45	Lacking documents/attachments
	3. Financial assistance to Solo Parents	16	For re-validation
	4. Financial Assistance/AICS	34	Lacking documents/attachments
	5. Counseling to CAR/CICL	1	Court hearing ongoing