



Department Agency	LGU-Mabinay, Negros Oriental
Program Title/Name	Zero Backlog Program Tracking System
Program Objective	1. To ensure that the Citizen's Charter of each office in the LGU is fully implemented 2. To expedite business related and non-business related transactions in the various offices to avoid red tape 3. To serve as control mechanism to avoid delays in office transactions
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 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, Digitalization.)
Municipal Environment and Natural Resources Office (MENRO)	1. Issuance of Smokefree & SWM Certificate	Simple	4	4	4		
	2. Endorsement of Business Permit	Simple	4	4	4		
	3. Garbage Collection	Simple	1	1	1		
	4. Answering Complaint	Simple	38	38	38		
Municipal Assessor's Office	1. Processing And Issuance of Tax Declaration	Highly Technical	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	Simple	3	3	3		
	2. Consultation/Client Management	Simple	25	25	25		
	3. Immunization Services	Simple	8	8	48		
	4. Family Planning Services	Simple	20	20	20		
	5. TB detection control/management	Simple	20	20	20		
	6. Leprosy Control/Management	Simple	0	0	0		
	7. Laboratory Services	Simple	25	25	25		
	8. Issuance of Medical Certificate	Simple	10	10	10		
	9. Issuance of Medico Legal Certificates	Simple	2	2	2		
	10. Issuance of Sanitary Permits	Simple	2	2	2		
	11. Issuance of Health Certificate	Simple	3	3	3		

Local Civil Registrar	1. Registration of Application for Marriage License	Simple	3	3	3		
	2. Registration of Birth Certificate	Highly Technical	11	11	11		
	3. Registration of Marriage of Marriage Certificate	Simple	3	3	3		
	4. Registration of Death Certificate	Simple	3	3	3		
	5. Issuance of Certified Copy of Civil Registry documents LCR/PSA	Simple	8	8	8		
	6. Registration of Court Decrees and Annotation of the Affected Civil Registry record book	Simple	1	1	1		
	7. Registration of legal instruments and annotation	Simple	2	2	2		
	8. Legitimation of a Natural Child	Simple	1	1	1		
Municipal Accounting Office	1. Pre-audit Disbursement vouchers and Payrolls (claims under general fund, special education fund and trust fund)	Simple	15	8	8	Lacking documentary requirements	
						Unavailable Signatories	
	2. Issuance of Accountant's Advice for Check Issued	Simple	3	3	3		
Municipal Budget Office	3. Issuance of Certification	Simple	1	1	1		
	1. Processing of claims	Simple	65	65	65	None	
	2. Conduct preliminary of all Barangay Annual & Supplemental Budget	Simple	32/year	32/year	32/year	None	
	3. Conduct preliminary review of all SK Annual and supplemental Budgets	Simple	21/year	21/year	21/year	None	
	4. Preparation of proposed Annual Budgets	Simple	20/year	20/year	20/year	None	
General Services Office	5. Preparation of Supplemental Budgets	Simple	37/year	37/year	37/year	None	
	1. Numbering of Purchase Requests	Simple	5	5	5	None	
	2. Numbering of Purchase Orders	Simple	4	4	4	None	
	3. Numbering of Jobe Requests	Simple	2	2	2	None	
	4. Numbering of Job Orders	Simple	1	1	1	None	
	5. Numbering and Signing of Acknowledgment Receipt for Equipment	Simple	1	1	1	None	
	6. Numbering and Signing of Inventory Custodian Slip	Simple	1	1	1	None	
	7. Numbering and Signing of Requisition and Issue Slip	Simple	2	2	2	None	
	8. Issuance of Report 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	
Municipal Treasurer's Office	10. Issuance of Report of Unserviceable Property	Simple	1 per year	1 per year	1 per year	None	
	1. Business Permit/License Application	Simple	30	30	30		
	2. MTOP Applications	Simple	10	10	10		
Municipal	3. Real Property Tax Clearance/Certificate	Simple	3	3	3		
	1. Drafting and Preparation of Plan and Program of Work	Complex	4	60	40		

Municipal Engineering Office	2. Maintenance of Government Bldgs	Complex	1	8	3		
	3. Preparation of Vouchers and Work Accomplishment	Complex	2	80	50		
Municipal Planning and Development Office	1. Issuance of Zoning Clearance/Zoning Certificate	Simple	As they come	As they come	As they come		
	2. Review of Barangay Annual/Supplemental Investment Program	Simple	As they come	As they come	As they come		
	3. Planning and formulation of comprehensive local economic and development plan	Highly Technical	Per planning period	Per planning period	Per planning period		
	4. Request copy of maps, and municipal Profiles and development plans	Simple	As they come	As they come	As they come		
Municipal Agriculture Office	1. Distribution of Rice Seeds	Simple	12	12	12		
	2. Distribution of Corn Seeds	Simple	2	2	2		
	3. Livestock Vaccination	Simple	33	33	33		
Municipal Social Welfare and Dev't. Office	1. Financial Assisstance	Simple	59	59	59		
	2. Issuance of PWD ID/Booklets	Simple	104	104	104		
	3. Financial Assisstance to PWD	Simple	246	246	246		
	4. Issuance of SC 1D/Booklets	Simple	511	511	511		
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. Issuance of Smokefree & SWM Certificate	Simple	20 mins.	960	None	
2. Endorsement of Business Permit	Simple	25 mins.	960	None	
3. Garbage Collection	Simple	25 mins.	240	None	
4. Answering Complaint	Simple	1 day & 20 mins.	9,120	None	
Name of Office: Municipal Assessor's Office					
1. Processing And Issuance Of Tax Declaration	Highly Technical	3 weeks, 1 day, 4 hrs. and 15 mins.	3,168	None	
2. Issuance Of Certified True Copy Of Tax Declaration	Simple	30 mins.	1,320	None	
3. Issuance Of Property Certification	Simple	30 mins.	1,320	None	
4. Issuance Of Certification Of History Of Real Property	Simple	1 day, 6 hrs. and 20 mins.	528	None	
5. Issuance Of Ocular Inspection Report	Complex	4 days and 30 mins.	528	None	
Name of Office: Rural Health Unit I & II					
1. Prenatal Services to women for 1st to 3rd times of pregnancy	Simple	30 mins.	6,000	None	
2. Consultation/Client Management	Simple	35 mins.	600	None	
3. Immunization Services	Simple	16 mins.	1,920	None	
4. Family Planning Services	Simple	29 mins.	4,800	None	
5. TB detection control/management	Simple	48 mins.	4,800	None	
6. Leprosy Control/Management	Simple	48 mins.	0	None	
7. Laboratory Services	Simple	5 hrs. & 13 mins.	6,000	None	
8. Issuance of Medical Certificate	Simple	17 mins.	2,400	None	
9. Issuance of Medico Legal Certificates	Simple	55 mins.	480	None	
10. Issuance of Sanitary Permits	Simple	9 mins.	480	None	
11. Issuance of Health Certificate	Simple	33 mins.	720	None	
Name of Office: Local Civil Registrar Office					
1. Registration of Application for Marriage License	Simple	45 minutes	720	None	
2. Registration of Birth Certificate	Highly Technical	13 days & 16 minutes	2,640	None	
3. Registration of Marriage Certificate	Simple	45 minutes	720	None	
4. Registration of Death Certificate	Simple	30 minutes	720	None	
5. Issuance of Certified Copy of Civil Registry documents LCR/PSA	Simple	30 minutes	1,920	None	
6. Registration of Court Decrees and Annotation of the Annotated Civil Registry record book	Simple	1 hr & 35 mins.	240	None	
7. Registration of legal instruments and annotation	Simple	2 hr & 35 mins.	480	None	
8. Legitimation of a Natural Child	Simple	1 hr & 5 mins.	240	None	
Name of Office: Municipal Accounting Office					
1. Pre-audit Disbursement vouchers and Payrolls (claims under general fund, special education fund and trust fund)	Simple	12 mins.	3,600	None	
2. Issuance of Accountant's Advice for Check Issued	Simple	27 mins.	720	None	
3. Issuance of Certification	Simple	10 mins.	240	None	
Name of Office: Municipal Budget Office					
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	
Name of Office: General Services Office					
1. Numbering of Purchase Requests	Simple	5 minutes	875	None	
2. Numbering of Purchase Orders	Simple	5 minutes	958	None	
3. Numbering of Job Requests	Simple	5 minutes	315	None	
4. Numbering of Job Orders	Simple	5 minutes	274	None	
5. Numbering and Signing of Acknowledgment Receipt for Equipment	Simple	8 minutes	80	None	
6. Numbering and Signing of Inventory Custodian Slip	Simple	8 minutes	187	None	
7. Numbering and Signing of Requisition and Issue Slip	Simple	8 minutes	729	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 Uncurseable Property	Simple	10 minutes	1 per year	None	
Name of Office: Municipal Treasurer's Office					
1. Business Permit/License Application	Simple	18 minutes	7,200	None	
2. MTOP Applications	Simple	33 minutes	2,400	None	
3. Real Property Tax Clearance/Certificate	Simple	38 minutes	720	None	
Name of Office: Municipal Engineering Office					
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	
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. Issuance of Zoning Clearance/Zoning Certificate	Simple	5 mins.	As they come	As they come	
2. Review of Barangay Annual/Supplemental Investment Program	Simple	15 mins.	As they come	As they come	
3. Planning and formulation of comprehensive local economic and development plan	Highly Technical	whole year	Per planning period	Per planning period	
4. Request copy of maps, and municipal Promes and development plans	Simple	15 mins.	As they come	As they come	
Name of Office: Municipal Agriculture Office					
1. Distribution of Rice Seeds	Simple	3 mins.	2,880	None	
2. Distribution of Corn Seeds	Simple	10 min.	480	None	
3. Livestock Vaccination	Simple	2 hrs. & 28 mins.	8,400	None	
Name of Office: Municipal Social Welfare and Dev't. Office					
1. Financial Assistance	Simple	5 mins.	59	None	
2. Issuance of PWD ID/Booklets	Simple	8 mins.	104	None	
3. Financial Assistance to PWD	Simple	20 mins.	246	None	
4. Issuance of SC 1D/Booklets	Simple	2 hrs.	511	None	
Name of Office: Mayor's Office					

1. Issuance of Business License and Mayor's Permits	Simple	35 mins.	480	None	
2. Issuance of Mayor's Clearance	Simple	8 mins.	480	None	
3. Issuance of Special Permits	Simple	8 mins.	480	None	
4. Issuance of Motorized Tricycle Operator's Permit/MTOP	Simple	5 mins.	480	None	