



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"> To ensure that the Citizen's Charter of each office in the LGU is fully implemented To expedite business related and non-business related transactions in the various offices to avoid red tape 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 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. Garbage Collection Services	Simple	30	30	30		
	2. Endorsement / Recommending Approval For Business Permit	Simple	20	20	20		
	3. Responding To Complaints Related To Pollution & Violation Of Environmental Laws	Simple	5	5	5		
	4. Added Services (COMMUNITY-BASED FORESTRY PER E.O. 138 DEVOLUTION)	Simple	28	28	28		
Municipal Assessor's Office	1. Processing And Issuance of Tax Declaration	Highly Technical	5	5	5		
	2. Issuance of Certified True Copy of Tax Declaration	Simple	10	10	10		
	3. Issuance of Property Certification	Simple	15	15	15		
	4. Issuance of Certification of History of Real Property	Simple	2	2	2		
	5. Issuance of Ocular Inspection Report	Complex	3	3	3		
Rural Health Unit I and II	1. Prenatal Services to women for 1st to 3rd times of pregnancy	Simple	90	90	90		
	2. Consultation/Client Management	Simple	130	130	130		
	3. Immunization Services	Simple	140	140	140		
	4. Family Planning Services	Simple	40	40	40		
	5. TB detection control/management	Simple	8	8	8		
	6. Leprosy Control/Management	Simple	1	1	1		
	7. Issuance of Medical Certificate	Simple	30	30	30		
	8. Issuance of Medico Legal Certificates	Simple	10	10	10		

	9. Issuance of Sanitary Permits	Simple	30	30	30		
	10. Issuance of Health Certificate	Simple	90	90	90		
	11. Patients on Labor	Simple	6	6	6		
	12. High Risk Patients	Simple	3	3	3		
Local Civil Registrar	1. Applying for Marriage License	Simple	3	3	3		
	2. Registration of Birth Certificate	Complex	9	9	9		
	3. Registration of Marriage and Death Certificate	Simple	5	5	5		
	4. Issuance of Certified Copy of Civil Registry documents LCR/PSA	Simple	10	10	10		
	5. Registration of Court Decrees and Annotation of the Affected Civil Registry record book	Complex	35	35	35		
	6. Legitimation of a Natural Child	Simple	3	3	3		
	7. Handle and Take Action on Petitions to correct entries and change of first name pursuant to RA 9048 and RA 10172	Simple	2	2	2		
Municipal Accounting Office	1. Pre-audit Disbursement Vouchers and Payrolls (claims under general fund, special education fund and trust fund)	Simple	15	15	15	Lacking documentary requirements	
		Complex	5	5	5	Incomplete signature of signatories	
		Highly Technical	2	2	2	Incomplete signature of signatories	
	2. Issuance of Accountant's Advice for Check Issued	Simple	4	4	4	None	None
	3. Issuance of Certification	Simple	5	5	5	None	None
Municipal Budget Office	1. Processing of claims	Simple	50	50	50	Lacking supporting documents, lacking signatures	Streamlining
	2. Preparation of Annual Procurement Plan	Simple	5	5	5	Lacking signatures, clerical errors, lacking documents	Streamlining
	3. Conduct preliminary review of all SK Annual and supplemental Budgets	Simple	3	3	3	Lacking signatures, clerical errors, lacking documents	Streamlining
	4. Preparation of proposed Annual Budgets	Simple	1	1	1		
	5. Preparation of Supplemental Budgets	Simple	1	1	1		
General Services Office	1. Numbering of Purchase/Job Requests and Requests for Sealed Quotations	Simple	5	5	5	None	
	2. Numbering of Purchase Orders/Job Orders	Simple	4	4	4	None	
	3. Signing of the Inspection and Acceptance Report	Simple	5	5	5	None	
	4. Numbering and Signing of Requisition and Issue slip, Inventory Custodian Slip and Acknowledgment Receipt for Equipment	Simple	4	4	4	None	
	5. Issuance of Report of Physical Count of Inventories, Property, Plant, Equipment and Unserviceable Property	Simple	1 per year	1 per year	1 per year	None	

	6. Keeping Custody Of Accomplished Purchase Request, Purchase Order, Requisition And Issue Slip, Inspection and Acceptance Report, Job Request, Job Order, Inventory Custodian Slip And Property Acknowledgment Receipt	Simple	10	10	10	None	
	7. Issuance Of Property Clearance	Simple	1	1	1	None	
	8. Preparation Of Stock Card	Simple	Everyday	Everyday	Everyday	None	
	9. Grasscutting/Streetsweeping/Carpentry and Utility Works	Simple	Everyday	Everyday	Everyday	None	
	10. Conduct Of Human Resource Enhancement Capacity Building	Simple	Once a year	Once a year	Once a year	None	
	11. Conduct Of Integrity Circle Session	Simple	Twice a month	Twice a month	Twice a month	None	
	12. Vehicle LTO Registration/Renewal	Simple	Once a month	Once a month	Once a month	None	
	13. Providing Fuel For Government Vehicles	Simple	15	15	15	None	
	14. Providing Public Assistance and Accepting Complaints	Simple	1	1	1	None	
	15. Consolidating The Client Satisfaction Feedback Forms and Preparing And Submitting The Client Satisfaction Measurement Report	Simple	2	2	2	None	
	16. Preparing The Zero Backlog Program Report	Simple	Once a year	Once a year	Once a year	None	
Municipal Treasurer's Office	1. Payment of Business Taxes, Fees & Charges	Simple	As they come	As they come	As they come		
	2. Motorized Tricycle Operator's Permit/MTOP	Simple	20	20	20		
	3. Payment of Real Property Tax	Simple	As they come	As they come	As they come		
	4. Registration of Large Cattle	Simple	10	10	10		
	5. Operation of Mabinay Public Market	Simple	10	10	10		
	6. Cashiering Services/Disbursement of Government Funds	Simple	15	15	15	Unavailable signatories	Should have alternative signatories
Municipal Engineering Office	1. Drafting and Preparation of Plan and Program of Work	Complex	4	60	40		
	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	5	5	5	Availability of signatories; check/onsite inspection	Checklist
	2. Review of Barangay Annual/Supplemental Investment Program	Simple	5	5	5	Lacking of signatories of Brgy. Officials; correction during the review	Follow the checklist
	3. Planning and formulation of comprehensive local economic and development plan	Highly Technical	Per planning period	Per planning period	Per planning period	Availability of data from different sectors	Requiring all sectors to submit all data required
	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. Rice Seeds Distribution	Simple	4	4	4		
	2. Corn Seeds and Fertilizer Distribution	Simple	4	4	4		
	3. Distribution of High Value Commercial Crops	Simple	100	100	100		
	4. Upland Fisheries Services	Simple	100	100	100		

	5. Livestock Services	Simple	10	10	10		
	6. Solid and Water Management	Simple	1	1	1		
	7. Availment of Tractor Services	Simple	1	1	1		
	8. Training/Seminar Workshop	Simple	1	1	1		
	9. Registration In (RSBSA) Registry System For Basic Sector In Agriculture Services	Simple	50	50	50		
	10. Philippine Crop Insurance Corporation Services (PCIC)	Simple	1	1	1		
Municipal Social Welfare and Dev't. Office	1. Financial Assisstance	Simple	30	30	30	Lacking requirements upon application	Submit all required documents upon application
						Unavailable signatories and withdrawal of money	Submit all required documents
	2. Issuance of PWD ID/Booklets	Simple	25	25	25	Lacking documents; Unavailable signatories	
	3. Financial Assisstance to PWD	Simple	25	25	25	Unavailable signatories	
	4. Issuance of SC 1D/Booklets	Simple	25	25	25	Lacking requirements upon application	
	5. Philhealth	Simple	20	20	20	Lacking requirements upon application	Submit all required documents
	6. FA to solo Parents	Simple	10	10	10	Unavailable signatories	Submit all required documents upon application
7. FA to VAW-C/Children	Simple	3	3	3	Unavailable signatories		
Mayor's Office	1. Issuance of Business License and Mayor's Permits	Simple	10	10	10	Unavailable of signatories	Streamlining
	2. Issuance of Mayor's Clearance	Simple	12	12	12	Unavailable of signatories	Streamlining
	3. Issuance of Special Permits	Simple	6	6	6	Unavailable of signatories	Streamlining
	4. Issuance of Motorized Tricycle Operator's Permit/MTOP	Simple	2	2	2		
Implementation Results							
1. Reduced number of delayed transactions							
2. More client-friendly offices							
3. More facilitative office staff							