

Office/Department	
Office/Department	ENGINEERING OFFICE
Document Title	CITIZEN'S CHARTER
	Page: 1
Municipality of Loon	Section No.:
Drayings of Dahal	Revision No.:
	Effectivity:
Development (the DL) is a loss	Doc. Code:



Vision : A socioeconomically developed town with empowered people who nurture their heritage and sustainably manage their resources through shared and service-oriented governance Mission: To create a socioeconomically developed environment through sustainable management of resources and enhancement of people's capabilities for inclusive growth

# MUNICIPAL ENGINEERING OFFICE OFFICE OF THE BUILDING OFFICIAL

#### **Frontline Service 1: Issuance of Certificate of Use**

Step	l	Activities / Process	DURATION	Requirements	FEES	Person	LOCATION
STEP	CLIENT	Мео/Ово	DURATION	REQUIREMENTS	LEE2	RESPONSIBLE	LOCATION
1	<ul> <li>Sign on logbook</li> </ul>	<ul> <li>Interview client</li> </ul>	1 min	None		E. Campeceño	OBO
2	<ul> <li>Submit requirements</li> </ul>	<ul> <li>Verify requirements</li> </ul>	5 min	Requirements specified by NBCP		E. Campeceño	ОВО
3	<ul> <li>Submit plan</li> </ul>	<ul> <li>Inspect plan and other requirements</li> </ul>	2 hr	As built plan/documents		E. Campeceño	OBO
4	<ul> <li>Submit plan for safety inspection</li> </ul>	<ul> <li>Inspect plan for issuance of Fire Safety Inspection Certificate (FSIC)</li> </ul>	2 hr	As built plan/documents		BFP Staff	BFP
5	<ul> <li>Wait</li> </ul>	<ul> <li>Assess fees</li> </ul>	1 min	As built plan/documents		E. Campeceño	OBO
6	<ul> <li>Pay fees at MTO</li> </ul>	• Wait	2 min		Variable	MTO Staff	МТО
7	<ul> <li>Wait</li> </ul>	<ul> <li>Issue FSIC</li> </ul>	5 min	As built plan/documents, OR		E. Campeceño	BFP
8	<ul> <li>Receive certificate</li> </ul>	<ul> <li>Issue certificate of use</li> </ul>	20 min	As built plan Inspection report FSIC OR		N. Castrojo	ОВО
			4 hr, 34 min				



## Republic of the Philippines Province of Bohol Municipality of Loon

pines	Doc. Code:
	Effectivity:
•	Revision No.:
Loon	Section No.:
	Page: 2
Document Title	CITIZEN'S CHARTER
Office/Department	ENGINEERING OFFICE

**Frontline Service 2: Issuance of Building Permit** 

Step	Activ Client	ities / Process Meo/Obo	DURATION	REQUIREMENTS	FEES	Person Responsible	LOCATION
1	<ul> <li>Sign on logbook</li> </ul>	<ul> <li>Interview client</li> </ul>	1 min			E. Campeceño	OBO
2	<ul> <li>Comply with and present requirements</li> </ul>	<ul> <li>Verify requirements and check plan</li> </ul>	10 min depending on compliance	Standard Building Permit requirements based on NBCP		N. Castrojo	ОВО
3	<ul> <li>Wait or accompany the inspection team</li> </ul>	<ul> <li>Inspect proposed structure</li> </ul>	2 hr	Building plan and other documents		E. Campeceño	ОВО
4	• Wait	<ul><li>Assess fees</li><li>Instruct client to pay fees</li></ul>	10 min	Plan, estimates		E. Campeceño	ОВО
5	<ul> <li>Pay fees</li> </ul>	Wait	5 min	Assessment papers	Variable	MTO Staff	MTO
6	<ul> <li>Present OR, wait</li> </ul>	<ul> <li>Prepare certification, land use certificate, mayor's permit, Building Permit, and other</li> </ul>	30 min	OR Inspection report		E. Campeceño	ОВО

Step	ACTIVITIES / PROCESS		DURATION	DECUDENCENTS	FEES	Person	LOCATION
STEP	CLIENT	Мео/Ово	DURATION	REQUIREMENTS	LEE2	RESPONSIBLE	LOCATION
		documents					
7	<ul> <li>Wait</li> </ul>	<ul> <li>Sign certification, mayor's</li> </ul>	10 min	OR		N. Castrojo	OBO
		permit, zoning compliance		All documents		A. Relator	MPDO
						E. Relampagos	MO
8	<ul> <li>Go to the Bureau of</li> </ul>	<ul> <li>Issue FSIC</li> </ul>	5 min	OR, plan and		BFP Staff	BFP
	Fire Protection			estimates, BP form			
9	<ul> <li>Back to OBO, wait</li> </ul>	<ul> <li>Issue building permit</li> </ul>	2 min	All documents		N. Castrojo	OBO
10	<ul> <li>Receive permit</li> </ul>	<ul> <li>Furnish copy to client</li> </ul>	5 min	All documents			OBO
			3 hr, 15 min				
		Note: Within 15 days of issuance of	of Building Permit from	payment of fees based on N	ВСР		•



## Republic of the Philippines Province of Bohol Municipality of Loon

oines	Doc. Code:
1	Effectivity:
	Revision No.:
Loon	Section No.:
	Page: 3
Document Title	CITIZEN'S CHARTER
Office/Department	ENGINEERING OFFICE

### **Frontline Service 3: Issuance of Electrical Permit**

Step	Асти	VITIES / PROCESS	DURATION	REQUIREMENTS	FEES	Person	LOCATION
SILF	CLIENT	Мео/Ово	DURATION	REQUIREMENTS	I'EE5	Responsible	LOCATION
1	<ul> <li>Sign on logbook</li> </ul>	<ul> <li>Interview client</li> </ul>	1 min			E. Campeceño	OBO
2	<ul> <li>Comply with and</li> </ul>	<ul> <li>Verify requirements and check</li> </ul>	5 min,	Standard Electrical		E. Campeceño	OBO
	present requirements	plan	depending on compliance	Permit requirement based on NBCP			
3	<ul> <li>Wait or accompany the inspection team</li> </ul>	<ul> <li>Inspect proposed structure (or old structure)</li> </ul>	2 hr	Electrical plan		E. Campeceño	OBO
4	• Wait	<ul> <li>Assess fees, instruct client to pay fees at MTO</li> </ul>	2 min	Plan, estimates		E. Campeceño	OBO
5	<ul> <li>Pay fees</li> </ul>	Wait	3 min	Assessment papers	Variable	MTO Staff	MTO
6	<ul> <li>Present OR, Wait</li> </ul>	<ul> <li>Prepare Mayor's Permit, Electrical Permit forms, etc.</li> </ul>	20 min	OR, various forms, inspection report		E. Campeceño	ОВО
7	• Wait	<ul> <li>Sign Mayor's Permit</li> </ul>	10 min	Document		D. Relampagos	МО
8	<ul> <li>Go to the Bureau of Fire Protection</li> </ul>	<ul> <li>Issue FSIC</li> </ul>	5 min	All documents		BFP Staff	BFP
9	<ul> <li>Back to OBO, wait</li> </ul>	<ul> <li>Issue Electrical Permit</li> </ul>	2 min	All documents		N. Castrojo	OBO
10	<ul> <li>Receive permit</li> </ul>	<ul> <li>Furnish copy to client</li> </ul>	5 min	All documents			OBO
			2 hr, 52 min				

### **Frontline Service 4: Issuance of Fencing Permit**

Step	Астілі	ACTIVITIES / PROCESS		DURATION REQUIREMENTS		Person	LOCATION
SIEP	CLIENT	Мео/Ово	DURATION	REQUIREMENTS	FEES	RESPONSIBLE	LOCATION
1	<ul> <li>Sign on logbook</li> </ul>	<ul> <li>Interview client</li> </ul>	1 min			E. Campeceño	OBO
2	<ul> <li>Comply with and</li> </ul>	<ul> <li>Verify requirements and</li> </ul>	5 min,	Standard Fencing Permit		E. Campeceño	OBO
	present requirements	check plan	depending on	requirement based on			
			compliance	NBCP			
3	<ul> <li>Wait or go with the</li> </ul>	<ul> <li>Inspect proposed structure</li> </ul>	2 hr	Fencing plan and other		E. Campeceño	OBO
	inspector team			documents			
4	<ul> <li>Wait</li> </ul>	<ul> <li>Assess fees</li> </ul>	2 min	Plan, estimates		E. Campeceño	МТО

Republic of the Philippines	Doc. Code:
Province of Bohol	Effectivity:
	Revision No.:
Municipality of Loon	Section No.:
MINCE OF BUIL	Page: 4
Document Title	CITIZEN'S CHARTER
Office/Department	ENGINEERING OFFICE

5	<ul> <li>Pay fees</li> </ul>	• Wait	3 min	Assessment papers	Variable	Collection Clerk	МТО
6	<ul> <li>Present OR, wait</li> </ul>	<ul> <li>Prepare Mayor's Permit, Electrical Permit forms, etc.</li> </ul>	20 min	OR, inspection report		E. Campeceño	ОВО
7	<ul> <li>Wait</li> </ul>	<ul> <li>Sign Mayor's Permit</li> </ul>	10 min	All documents		E. Relampagos	MO
8	<ul> <li>Go to the Bureau of Fire Protection</li> </ul>	<ul> <li>Issue FSIC</li> </ul>	5 min	OR, plan and estimates, Fencing Permit form		BFP Staff	BOF
9	<ul><li>Back to OBO</li><li>Wait</li></ul>	<ul> <li>Issue Electrical Permit (only when applicable)</li> </ul>	2 min	All documents		Engr. Castrojo	ОВО
10	<ul> <li>Receive permit</li> </ul>	<ul> <li>Furnish copy to client</li> </ul>	5 min	All documents			OBO
			2 hr, 52 min				

# Frontline Service 5: Subdivision Approval

Step	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	Person	LOCATION
SILF	CLIENT	Мео/Ово	DURATION	REQUIREMENTS	I EES	RESPONSIBLE	LOCATION
1	<ul> <li>Sign on logbook</li> </ul>	<ul> <li>Interview client</li> </ul>	1 min			E. Campeceño	OBO
2	<ul> <li>Comply with and present requirements</li> </ul>	<ul> <li>Verify requirements and check plan</li> </ul>	10 min	All documents/ plans		E. Campeceño	ОВО
3	• Wait	<ul><li>Assess fees</li><li>Instruct client to pay fees at MTO</li></ul>	5 min	Assessment papers		E. Campeceño	МТО
4	<ul> <li>Pay fees at MTO</li> </ul>	• Wait	5 min		P250	MTO Staff	
5	<ul> <li>Wait or go with inspector</li> </ul>	<ul> <li>Inspect projects</li> </ul>	1 hr			E. Campeceño	OBO
6	• Wait	<ul> <li>Evaluate reports and endorse to SB for approval</li> </ul>	3 min	OR, all documents		E. Campeceño	ОВО
7	<ul> <li>Wait</li> </ul>	<ul> <li>Approve subdivision</li> </ul>	2 weeks			SB in Session	SB
			2 wk, 1 hr,				
			19 min				



pines	Doc. Code:
	Effectivity:
	Revision No.:
Loon	Section No.:
	Page: 5
Document Title	CITIZEN'S CHARTER
Office/Department	ENGINEERING OFFICE

## Frontline Service 6: Preparation of Program of Works

Step	ACTIVITIES / PROCESS		Dupter	DECLUDENCE	Enne	Person	Locarton
	CLIENT	Мео/Ово	DURATION	REQUIREMENTS	FEES	RESPONSIBLE	LOCATION
1	<ul> <li>Sign on logbook</li> </ul>	Interview client	1 min			E. Campeceño	MEO
2	<ul> <li>Provide details of pro</li> </ul>	ect • Ask type of project, source of funds, etc.	3 min			N. Castrojo	MEO
						E. Campeseño	
3	<ul> <li>Wait or accompany th</li> </ul>	e Inspect site if necessary	4 hr			N. Castrojo	MEO
	inspector					E. Campeceño	
4	<ul> <li>Wait</li> </ul>	<ul> <li>Estimates plan</li> </ul>	4 hr - 2			N. Castrojo	MEO
			days			E. Campeceño	
5	<ul> <li>Wait</li> </ul>	<ul> <li>Encode the estimates</li> </ul>	2 hr (if			E. Campeceño	MEO
			more than				
			3 sheets)				
6	<ul> <li>Wait</li> </ul>	<ul> <li>Check price on POW</li> </ul>	1 hr			E. Campeseño	MEO
7	<ul> <li>Wait</li> </ul>	<ul> <li>Print POW</li> </ul>	1 min			E. Campeceño	MEO
8	<ul> <li>Wait</li> </ul>	Sign POW:					
		<ul> <li>If Municipal IRA</li> </ul>	15 min			E. Campeceño	MEO
						N. Castrojo	MBO
						A. Relator	MPDO
						E. Relampagos	МО
		If Barangay IRA	1 min			E. Campeceño	MEO
						N. Castrojo	MBO
						Barangay Treasurer	Barangay
						Punong Barangay	Barangay
		<ul> <li>If Provincial funds, and others</li> </ul>	1min			E. Campeceño	MEO
						N. Castrojo	OBO
						Barangay Treasurer	Barangay
						Punong Barangay	Barangay
			2 days, 11				
			hr, 22 min				

Republic of the Philippines Province of Bohol Municipality of Loon	Doc. Code: Effectivity: Revision No.: Section No.: Page: 6
Document Title	CITIZEN'S CHARTER
Office/Department	ENGINEERING OFFICE

## Frontline Service 7: Maintenance and Repair of Public Buildings and Roads (including Street Lighting (Municipal Structures)

Step	ACTIVITIES / PROCESS		DURATION	Requirements	FEES	Person	LOCATION
	Client	Мео/Ово	DURATION	REQUIREMENTS	LEE2	RESPONSIBLE	LUCATION
1	<ul> <li>Sign on logbook</li> </ul>	<ul> <li>Entertain client</li> </ul>	1 min			E. Campeceño	MEO
2	<ul> <li>Report proposed repair</li> </ul>	<ul> <li>Schedule</li> </ul>	10 min			E. Campeceño	MEO
3	<ul> <li>Wait or accompany</li> </ul>	<ul> <li>Inspect site</li> </ul>	2 hr			E. Campeseño	MEO
	inspection team						
4	<ul> <li>Wait</li> </ul>	<ul> <li>Prepare plan and estimates</li> </ul>	3 days			MEO Drafstmen	MEO
5	<ul> <li>Wait</li> </ul>	<ul> <li>Approve plan and estimates</li> </ul>	10 min	All documents		E. Relampagos	МО
6		<ul> <li>Prepare canvass/bidding documents</li> </ul>	Variable	All documents		BAC Secretariat	BAC Office
7		<ul> <li>Schedule canvass/bidding</li> </ul>	Variable	All documents		BAC Secretariat	BAC Office
8		<ul> <li>Conduct bidding</li> </ul>	Variable	All documents		BAC Secretariat	BAC Office
9		<ul> <li>Inspect materials delivered</li> </ul>	4 hr	Delivery Receipt		GSO Staff	GSO
10		<ul> <li>Implement project</li> </ul>	Variable	Approved plan		MEO Staff	MEO