



## **MISSION**

Its mission is to accelerate the quality of life of all residents in the Municipality through the provision of improved economic, social and infrastructure facilities, increased agricultural production, sound environmental management and effective local administration.

## **VISION**

The Municipality of Mabini is envisioned to be a self-reliant and progressive community with sustainable, tourism and agri-industrial based community, adequate infrastructure support facilities, healthy, peace-loving and empowered people; under people-centered, accountable and effective local leaders.



## OFFICE OF THE MUNICIPAL MAYOR

Frontline Services	Response Time (per Transaction)	Documents/Forms/fees	Person/s Responsible
<b>ISSUANCE OF DOCUMENTS</b>			
Checking/Issuance of clearances and certifications	10 mins.	Certifications	Ermelita V. Dizon Jonell B. Briana Lady Jean J. Rivera
Issuance of mayor's permit	15 mins.	Mayor's permit	Ermelita V. Dizon Jonell B. Briana Lady Jean J. Rivera
Issuance of affidavits	10 mins.	Affidavit	Fernando M. Lopez
Provides recommendations, communications, and other official transactions.	15 mins. depends on the availability of the mayor	Recommendations Communications	Rodysseus C. Reyes Cary M. Aben
<b>PROCESSING OF FRANCHISE/LICENSES AND OTHER OFFICIAL TRANSACTIONS</b>			
Processing of MTOP/Business licenses	1 hour	Permits/licenses	Delia R. Copro Ermelita V. Dizon Jonell Briana Lady Jean J. Rivera
Issuance of business permit	15 mins.	Permits	Ermelita V. Dizon Jonell Briana Lady Jean J. Rivera
Issuance of Business plates/stickers	5 mins.	Plates/stickers	Delia R. Copro
To assist and entertain visitors with appointment to the mayor	10 mins. Depends on the availability of the mayor.		Rodysseus C. Reyes Cary M. Aben

### **Schedule of Service :**

Monday to Friday  
8:00 am to 12:00 noon  
1:00 pm to 5:00 pm



# **OFFICE OF THE SANGGUNIANG BAYAN**

## **Vision**

We enact laws, ordinances and appropriations that promote a productive, self reliant, God-loving and law-abiding community.

## **Mission**

In order to realize the maximum benefits derived from the enactment or repeal of laws, the Sangguniang Bayan consults all stakeholders and encourages divergent views in the free market of ideas



## OFFICE OF THE SANGGUNIANG BAYAN SECRETARY

Frontline Services	Response Time (per Transaction)	Documents/ Forms/fees	Person/s Responsible
<b>ISSUANCE OF DOCUMENTS</b>			
Issue certified true copies of Sangguniang documents and certifications.	10 mins.	P 45.00 Certified true copies.	Charlito M. Nacional Alfredo Tiong
Issue/Furnish to requesting party records of session.	10 mins.	Photocopy of the records	Charlito M. Nacional Alfredo Tiong
<b>PROCESSING OF SANGGUNIANG BAYAN OTHER DOCUMENTS</b>			
Sangguniang bayan members vouchers	10 mins.	Vouchers and other documents	Vivian Braganza Mylene Rino
<b>PROCESSING OF ORDINANCES AND RESOLUTIONS</b>			
Processing of municipal ordinances	1 month depends on SB action	Ordinances	Charlito M. Nacional Alfredo Tiong
Processing of hearings and resolutions	1 day	Resolutions	Charlito M. Nacional Alfredo Tiong



# OFFICE OF THE TREASURER

## Mission

To increase collections and proper disbursement of funds.

## Vision

To improve the financial status of the Municipality.

Frontline Services	Response Time (per Transaction)	Documents Forms/fees	Person/s Responsible
<b>ISSUANCE/PROCESSING OF DOCUMENTS</b>			
Issuance of certifications to requesting party	5 mins.	P 45.00 Official receipts	Emely A. Estrada Edwin L. Zipagan Eugenio E. Leal, Jr. Janice B. Rabaya Gerry Ann C. Baricaua
Render/Issue certificate of ownership.	30 mins.	P 50.00 Cert. of Ownership	Walter John N. White Abelardo Dela Cruz
Transfer of Large cattle.	15 mins.	P 65.00 Cert. of transfer	Walter John N. White Abelardo Dela Cruz
Issuance of CTC	5 mins.	CTC	Neives Quitania Eugenio E. Leal, Jr. Janice B. Rabaya
Processing/Liquidation of vouchers	15 mins. depends on the availability of the assignatory.	Vouchers	Emely A. Estrada Gina N. Buenaflor

ISSUANCE OF TAX PAYMENTS AND PERMITS			
Assessment/Computation of Tax payments	10 mins.	RPTAR/ Official Receipts	Edwin L. Zipagan Eugenio E. Leal, Jr. Janice B. Rabaya Gerry Ann C. Baricaua
Issue official receipts for clearances, tax payments and permits	20 mins.	Depends on the tax to be paid.	Eugenio E. Leal, Jr. Janice B. Rabaya Gerry Ann C. Baricaua
Collection of tax and information dissemination to different barangays.	1 day	Depends on the tax to be paid.	Emely A. Estrada Edwin L. Zipagan Eugenio E. Leal, Jr. Gerry Ann C. Baricaua

## *Slogan*

PAY your taxes promptly  
to avoid **PENALTY**.....

*BEWARE OF FIXERS*



# OFFICE OF THE ASSESSOR

## **Mission**

AIMS to make an accurate identification, accounting, appraisal and assessment of real properties for taxation purposes.

## **Vision**

The Municipal Assessor's Office envisioned a fully tax mapped municipality in a systematic and equitable assessment of real properties for revenue basis.

## **Service Guide**

In order to improve our services we welcome your suggestions, complaints or comments.

You can visit us in our office – Municipal Hall, Mabini, Pang.  
from 8:00 am to 5:00 pm Monday to Friday

## Service Pledge

We always observe “ *MAMAYAN MUNA, HINDI*

*MAMAYA MUNA”*

Frontline Services	Response Time (per Transaction)	Documents/ Forms/fees	Person/s Responsible
<b>ISSUANCE OF DOCUMENTS</b>			
Issue certified true copies of Assessor’s documents and certifications.	15 mins.	P 45.00 Certified true copies of docs.	Petronilo Braganza Angie B. Pamo Julie Palada Rawen E. Balmaña
Issue/Furnish to requesting party records of tax declarations, transfer of ownership and mortgages.	30 mins.	Certified true copies of documents.	Petronilo Braganza Angie B. Pamo Julie Palada
<b>ASSESSMENT OF TAX</b>			
Process the assessment of tax payments.	30 mins.	RPTAR	Petronilo Braganza Angie B. Pamo Julie Palada Rawen E. Balmaña
Assist in the processing of sale/mortgage of property.	1 hour	Land Title/ Tax Declaration	Petronilo Braganza Angie B. Pamo Julie Palada
Conduct tax mapping and information dissemination to different barangays.	1 day	Tax declaration	Rawen E. Balmaña





# OFFICE OF THE M.P.D.C.

## Service Guide

1. Ensure the effectiveness of development programs through participatory and consultative planning process.
2. Encourage citizens' participation in developing planning.
3. To achieve full transparency in the procurement activities of the LGU.
4. Assist in the formulation of local Investment and Incentive Code and Environmental Code.
5. Achieve ideal health standards for the people of Mabini.
6. To achieve a 100% literacy rate.
7. To provide opportunities and intervention that will uplift the living conditions of the people
8. Increase the awareness among local residents in the proper waste disposal and management.
9. Assist the LCE in the implementation of the comprehensive solid waste management ordinance of the LGU.
10. Exercise such other powers and perform such other functions and duties as may be prescribe by law and ordinance.

### Service Schedule:

8:00 am to 12:00 noon

1:00 pm to 5:00 pm

Monday to Friday



## OFFICE OF THE MUNICIPAL ENGINEER

Frontline Services	Response Time (per Transaction)	Documents/ Forms/fees	Person/s Responsible
<b>ISSUANCE OF DOCUMENTS</b>			
Issue certified true copies of Municipal Engineer documents and certifications.	15 mins.	Certified true copies of docs.	Fernando M. Lopez Eng'r. Raquel Estrada
Furnish/present to requesting party maps, blue prints and plans.	30 mins.	Blue prints, maps, Plans	Fernando M. Lopez Eng'r. Raquel Estrada
Issue receipts for BAWASA Payments.	10 mins.	Official Receipts	Fernando M. Lopez
<b>GRANTING OF PERMITS AND OTHER SERVICES</b>			
Issue bldg.,fencing, excavation and electrical permits.	2 weeks. Depending to the completeness of the requirements.	Permits/Forms	Fernando M. Lopez Jimmy Bonilla Eng'r. Raquel Estrada
Inspect infrastructure projects and other engineering services	1 day		Eng'r. Raquel Estrada Jan Pedy B. Maminta



# MUNICIPAL ACCOUNTING OFFICE

## Service Pledge

Serving you promptly and without discrimination  
is the best we can do.

<b>Frontline Services</b>	<b>Response Time (per Transaction)</b>	<b>Documents/ Forms/fees</b>	<b>Person/s Responsible</b>
<b>ISSUANCE OF DOCUMENTS</b>			
Issue of Accountant's advice on LGU and Brgy. disbursements.	15 mins.	Advised forms	Myrna B. Braganza Merry Ann C. Tawatao Rebecca Damasco
Certify to the availability of budgetary allotment to all disbursements.	10 mins.	Certification forms	Myrna B. Braganza
Prepare of municipal officials and employees payroll.	3 hours	Municipal payroll	Josephine M. Ancheta
<b>POSTING AND RECORDING OF RECORDS</b>			
Journal posting and recording of vouchers from different brgys	30 mins.	Vouchers	Oliver Guntang Nelson Ginez Merry Ann C. Tawatao Rebecca Damasco



# OFFICE OF THE LOCAL CIVIL REGISTRAR

## Service Pledge

We are not strict; we are just implementing the rules and regulations.

<b>Frontline Services</b>	<b>Response Time (per transaction)</b>	<b>Documents/ Forms/fees</b>	<b>Person/s Responsible</b>
<b>ISSUANCE OF DOCUMENTS</b>			
Issue certified true copies or transcription of any certificates.	15 minutes	Certified true copies of certificates	Virgie N. Bibat Diana Rose Manzano
Registration of all registrable documents.	30 minutes	documents	Virgie N. Bibat Diana Rose Manzano
Received application for issuance of marriage license.	1 hour	marriages licenses	Virgie N. Bibat
Implementation of R.A. No. 9048	1 month		Virgie N. Bibat



# RURAL HEALTH UNIT

## Service Guide

**Our service hours are from Monday to Friday  
8:00 am to 5:00 pm**

**Monday to Friday**

8:00 am – 12:00 nn  
1:00 pm to 5:00 pm

General Consultations (all ages)

**Monday to Friday**

8:00 am – 12:00 nn  
1:00 pm to 5:00 pm

Dental services

**Every 3<sup>rd</sup> Wednesday of the month**

Immunization

**Other services:**

Medical & Dental Mission to every Barangay

## Customer Rights

In your dealings with us you are assured of :

- Fair and unbiased service
- Courteous and friendly committed staff
- Free quality health service
- Confidentiality of medical records

Frontline Services	Response Time (per transactions)	Documents/ Forms/fees	Person/s Responsible
<b>GRANTING OF PERMITS AND OTHER SERVICES</b>			
Issue Medical permits.	30 mins.	P 30.00 permits	Dr. Maribel R. Lazo
Issue Sanitary permits.	15 mins.	P 30.00 permits	Keith Balintos
Consultation , Immunization, Pre and post natal and laboratory	30 mins.	Personal records	Dr. Maribel R. Lazo Nelissa Manzano Teresita Baga Gina Manzano Delia Eugenio Edna Velonza
Family Planning and Sprutum Examination Smear	1 hour	Personal records	Teresita Baga Gina Manzano Delia Eugenio Edna Velonza Rowena R. Obice Rochelle M. Mendoza
Dental services	30 mins.	Personal Records	Dr. Renalyn Bendo Dr. Ara Shiela Reyes Josephine Reyes



# OFFICE OF THE MUNICIPAL AGRICULTURE

## Mission

The Municipal Agriculture Office of Mabini aims to increase farmers and fisher folks real income through agricultural productivity in order to attain the local government's goal of achieving self-sufficiency and maintaining sustainable economic growth through the generation of production agricultural opportunities and enterprises in the locality particularly in the rural areas.

## Vision

We envision ourselves as disciplined, highly and well motivated public servants capable of delivering satisfactory basic agricultural services to farmers / fisher folks and agricultural entrepreneurs. An organization that is proud of its efficient and productive staff who are committed to the achievement of socio-economic growth and development of the agricultural sector of the challenges of the next millennium.

## Customer Rights

In dealing with us, you are assure of :

- fair and unbiased services
- courteous and friendly staff
- freedom to feedback on the way we deliver services.

## Access to our Service

You can visit us  
in our office  
Monday to Friday  
from 8:00 am to 5:00 pm  
or call (075)555 1149

# OFFICE OF THE DSWD

## Service Pledge

We serve our Clients patiently, efficiently, fairly and indiscriminately.

<b>Frontline Services</b>	<b>Response Time (per Transaction)</b>	<b>Person/s Responsible</b>
<b>PROVIDE DIFFERENT SERVICES</b>		
Pre – Marriage counseling	30 minutes	Natividad P. de Guzman
Responsible Parenthood services	30 minutes	Teresa L. Ragudos Natividad P. de Guzman
Granting/Processing of Assistance In Crisis Situation	1 hour	Teresa L. Ragudos Natividad P. de Guzman Liza B. Reyes Maricel Soriano
Supplemental feeding to different Brgys.	1 day	Natividad De Guzman Liza B. Reyes Lea delos Santos Jayson Rino



# **OFFICE OF THE HUMAN RESOURCE MANAGEMENT**

## **Service Pledge**

We serve with utmost sincerity, courtesy and high level of professionalism, for total client satisfaction.

## **Our Services / Major Functions**

1. Keep and maintain sound personnel records  
Kept on file in our office are 201 files of employees in the active service and those who are out of the service. The Personal Data Sheet of every active employee is updated every year. It is regularly done every January. In addition, Statements of Assets, Liabilities & networth are also being submitted Commission
2. Act as a link between the local unit and the Civil Service Commission  
We keep our communications open with the CSC Provincial Office for referrals & consultation to endure that all CSC laws, Rules and Regulations are being complied with. We attend the regular monthly meetings of the Council of personnel Officers for updates on CSC issuances and other personnel matters.
3. Maintain an updated Plantilla of Personnel  
This serves as our ready reference for appointments purposes.
4. Initiate the conduct of trainings, seminars, workshops for continuous Human Resource Development  
We coordinate with the Civil Service Commission on appropriate trainings, seminars and workshops that is applicable for the employees of our local unit.
5. Promote the Mamamayan Muna Program (MMP)
6. Receive complaints, suggestions, commendations, comments and observations through the MMP suggestions box, personal visit to our office or by mail
7. Publish Vacant Positions  
In compliance to RA 7041, vacant positions for filling up are publish n the CSC – ISFO 15 days prior to the issuance of appointment.
8. Prepare appointments, Job Orders & Contracts of Services

## **For Original Appointment**

Received applications are evaluated based on paper qualifications and only those who meet the minimum requirements for the position shall be consider for further screening and interview by the Personnel Selection Board. Once selected for appointment, the following documents must be submitted by the applicant:

- a. NBI Clearance
- b. Medical Clearance / Certificate (to be signed by a Government Physician only) to be accompanied by laboratory results and x-ray

- c. Drug Test
- d. Original Copy of PRC Cards and / or CS Eligibility
- e. Passport Size (1.5 x 1.5) Picture (computer generated pictures are not accepted)
- f. Birth / marriage Certificate
- g. School Records

### **For Promotion**

Candidates for promotion must submit their Performance Evaluation Ratings for the two preceding semesters with a rating of Very Satisfactory.

9. Prepare Monthly Report on Separation and Accession  
This reports are submitted to the CSC every 5<sup>th</sup> day of the succeeding month.
10. Receive leave applications.  
Employees file their leave applications in our office. Vacation leave must be filed 5 days prior and sick leave may be filed upon return to work or before if it is scheduled check up.
11. Maintain an updated Leave Record of all LGU personnel.  
Leave Records of employees are updated monthly. Leave applications for the month are recorded immediately, and tardiness and undertime are deducted from the vacation leave credits.
12. Issue Certificate of Leave Credits Earned.  
In 3-5 minutes, Certificate of Leave Credits earned are released to the requesting employees for whatever purpose it may serve them without fee.
13. Issue Service Records.  
In 2 minutes, the service records requested by an employee is already released to the Mayor's Office for signature, Its release to the employee depends on the availability of the Municipal Mayor.
14. Prepare Certificate Of Employment.  
Certificate of Employment is prepared in our office in 3 – 6 minutes, Its release to the person concerned depends on the availability of the Mayor also.
15. See to it that the five (5) CSC mechanism are being implemented.  
In all matters regarding personnel, we see to it that it is in accordance with the CSC Laws and the mechanism established by our LGU.
  - a. PRAISE – Step – increments, Productivity incentive Benefits and Length of Service Awards are given to deserving employees.
  - b. Grievance machinery
  - c. Performance Evaluation System – ratings is done twice a year
  - d. Merit Promotion Plan – System of Ranking Positions
  - e. Qualification Standard
16. Monitor & Maintain the DTR & Log book  
DRT & Log Book of attendance of employees are monitored for their daily attendance.
  17. Prepare Monthly / Quarterly Reports on “**Mamamayan Muna Program.**”

**For further suggestions and inquiries...**

Our office is located at the ground floor Municipal Building

Office for Human Resource Management  
LGU – Mabini, 2409  
Pangasinan

<b>Frontline Services</b>	<b>Response Time (per Transaction)</b>	<b>Documents/ Forms/fees</b>	<b>Person/s Responsible</b>
<b>ISSUANCE OF DOCUMENTS</b>			
Issue certified true copies of documents and certifications.	15 mins.	Documents and cert.	Virgie Rosario Catherine L. Surban Guillermo B. Batingan
Administration of application of leave of absence, service records	10 mins.	Application forms	Virgie Rosario Catherine L. Surban
Posting of leave credits	1day	Records	Virgie Rosario
Processing of original Appointment.	1 week	Appointments	Virgie Rosario

Republic of the Philippines  
Province of Pangasinan  
MUNICIPALITY OF MABINI

Task Force on Citizen's Preparation

- |    |                          |   |                        |
|----|--------------------------|---|------------------------|
| 1. | Ms. Virgie R. Rosario    | - | Task Force Head        |
| 2. | Ms. Rhondalie Garcia     | - | Deputy Task Force Head |
| 3. | Mr. Virgilio E. Braganza | - | Department Head        |
| 4. | Mr. Rodysseus C. Reyes   | - | Senior Staff           |

## **SERVICES OFFERED**

### **MUNICIPAL MAYOR'S OFFICE**

- Issue clearances and certifications
- Issue Mayor's permit
- Issue affidavits
- Provides recommendations & communications
- Process of MTOP, business licenses
- Issue of business permits, plates, stickers
- Assist and entertain visitors

### **MUNICIPAL TREASURER'S OFFICE**

- Issue certificate of tax payments
- Render/Issue cert. of ownership/transfer of Large cattle.
- Issue CTC.
- Computing/collecting of property tax.
- Issue O.R. for clearances, tax payments, permits
- Information dissemination to different brgys.

### **SANGGUNIANG BAYAN OFFICE**

- Issue of certifications
- Review and approve Budget Ordinances and Brgy. Budget.

### **ASSESSOR'S OFFICE**

- Issue true copies and certifications
- Assessment of property tax
- Assist in the processing of sales mortgage of property.
- Conduct Tax Mapping.

### **ENGINEERING OFFICE**

# OFFICE OF THE HUMAN RESOURCE MANAGEMENT

## Service Pledge

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### **For further suggestions and inquiries...**

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Office for Human Resource Management  
LGU – Mabini, 2409  
Pangasinan

# **OFFICE OF THE LIBRARIAN**

## **Service Pledge**

1. To extend services to the general public.
2. To maintain an up-to-date information and education.
3. Acquiring and lending library books and other reading materials.
4. Providing an up-to-date source of information to the public by subscribing newspaper and magazines.

## **For Inquiries :**

You can visit us at 2<sup>nd</sup> Floor of Rural Health Unit Building  
Mabini, Pangasinan.  
Monday to Friday from 8:00 am to 5:00 pm

# **OFFICE OF THE MARKET SUPERVISOR**

## **Mission**

To be responsive to the everchanging needs  
of both consumers and vendors.

## **Vision**

To provide optimum level of production and healthy  
environmental sanitation for the welfare of the community.

For more information:

Visit us in our office  
Inside Public Market, Mabini, Pangasinan  
From 8:00 a.m. to 5:00 pm  
Monday to Sunday



# OFFICE OF THE BUDGET OFFICER

## Service Pledge

Delivery of basic quality service in attaining effective budget management that will promote financial security and stability. Our responsibility of not counting every centavo but to make every centavo counts.

### Duties:

1. Systematic preparation of the municipal annual and supplemental budgets.
2. Assist and review annual and supplemental budgets of the Barangays.
3. Assist in the preparation and disbursement of the local school board funds.
4. Answer queries as to availability of appropriation in any items of expenditures of the LGU.

RIZALINA E. BALMAÑA  
Mun. Budget Officer

### STAFF:

Marissa F. Bonode  
Vanessa A. Rosete  
Margie C. Ballares

### For more inquiries:

You can visit us in our office  
2<sup>nd</sup> Floor Municipal Building  
Monday to Friday  
From 8:00 a.m. to 5:00 pm