



Citizen's Charter Salay, Misamis Oriental

Office	:	Salay Economic Enterprise and Development Office
Mandate	:	Bring progress and development to Salay through the delivery of profitable and self-sustaining economic enterprise that will contribute to more resources
Vision	:	A self-sustaining and profitable economic enterprise that will bring progress and development to Salay
Mission	:	To make the economic enterprise maintained by the LGU a profitable and self-sustaining enterprise
Organizational Outcome	:	An office responsible for the efficient and satisfactory delivery of potable water supply to the community as well as maintaining a profitable and clean market and its support facilities and make other economic services financially viable too

<i>Programs, Projects, Activity</i>	<i>Steps</i>	<i>Time</i>	<i>In-Charge</i>	<i>Remarks</i>	
Water	Maintenance	1. Checks water supply of all sources 2. Repairs leakage and damages in the water system 3. Application of chlorine	Daily Immediately Every 15 th & 30 th of month	Plumber	
	Installation	4. Interview of applicant 5. Accepts application of water installation 6. Orients applicant on responsibilities 7. Prepares water meter and fittings 8. Installation of water meter	15 mins 2 mins 10 mins 5 mins 2 hrs	SEEDO Manager / Plumber Revenue Collection Clerk/Clerk Meter Reader /Administrative Aide/Plumber Clerk Plumbers	Payment of water installation fees
	Billing	9. Read water meter on scheduled dates 10. Prepare bills 11. Distribute bills to concessionaire	2 mins 2 mins 5 mins	Meter Reader /Administrative Aide/Plumber Revenue Collection Clerk / Clerk Meter Reader /Administrative Aide/Plumber	Concessionaire receives billing statement
	Collection	12. Collect fees from water concessionaires	5 mins	Revenue Collection Clerk/ Meter Reader / Administrative Aide/Clerk	Issue Official Receipts

<i>Programs, Projects, Activity</i>	<i>Steps</i>	<i>Time</i>	<i>In-Charge</i>	<i>Remarks</i>	
Market & Support Facilities (Bus Terminal, Paid Comfort Room, Fish Landing)	Maintenance	Keeps the cleanliness of all sites	All day	Market Cleaner	
	Billing	1. Prepare bills of stallholders on scheduled dates	5 mins	Revenue Collection Clerk / Clerk	Stallholder / bus company receives billing statement
		2. Distribute bills to stallholders	5 mins	Administrative Aide/Market	
		3. Prepare bill of rent for use of bus terminal	5 mins	Collector	
		4. Review and sign billing statements	5 mins	SEEDO Manager	
	Collection	5. Collect market fees from market vendors	2 mins	Market Collector/Administrative Aide	Cash tickets are issued
		6. Collect parking fees from buses peddlers, delivery vans, multicab	2 mins		
		7. Collect comfort room fees from users	1 min		
		8. Collect rental of stallholders	5 mins		
9. Collect rental of bus companies		5 mins	Official Receipt is issued		

<i>Programs, Projects, Activity</i>	<i>Steps</i>	<i>Time</i>	<i>In-Charge</i>	<i>Remarks</i>	
Dressing Plant	Inspection of dressing plant	1. Preparation of ante-mortem and post-mortem report	Daily	Meat Inspector	Service Transaction Description Report (STDR)
		2. Submit report to Provincial Veterinary for approval	Daily		
		3. Submit approved STDR to SEEDO for billing	1 day 5 mins		
	Billing	4. Receipt of STDR	1 min	Meat Inspector Revenue Collection Clerk SEEDO Manager SEEDO Manager/Mun Treasurer	Approved STDR
		5. Prepare billing statement	1 hr		
		6. Review billing statement	10 mins		
		7. Sign billing statement	2 mins		
	Collection	8. Collect slaughterhouse fees	5 mins	Revenue Collection Clerk	Official Receipt is issued

<i>Programs, Projects, Activity</i>		<i>Steps</i>	<i>Time</i>	<i>In-Charge</i>	<i>Remarks</i>
Rentals	RBT Bank / RTMI	1. Prepare monthly billing statement 1 week before end of the month 2. Review and sign billing statement	5 mins 1 mins	Revenue Collection Clerk SEEDO Manager	
	Heavy Equipment	1. Interview customer regarding rental 2. Accept application form for rental 3. Contact driver of equipment 4. Monitor the return of the equipment 5. Issues billing on the actual use of the equipment 6. Reviews and signs billing statement	15 mins 1 min 15 mins 1 hr 20 mins 5 mins	SEEDO Manager Revenue Collection Clerk Revenue Collection Clerk/ Clerk Administrative Aide I Clerk Revenue Collection Clerk/Clerk SEEDO Manager	Application form
	Collection	1. Collect rentals of heavy equipment, gym	5 mins	Revenue Collection Clerk/ Clerk	Official receipt is issued

<i>Programs, Projects, Activity</i>		<i>Steps</i>	<i>Time</i>	<i>In-Charge</i>	<i>Remarks</i>
Municipal Cemetery	Maintenance	1. Maintain cleanliness of premises of municipal cemetery 2. Regulate the burial site	Daily	Cemetery Caretaker SEEDO Manager/ Cemetery Caretaker	Payment of burial permit & payment of vault/lot
	Billing	3. Interviews applicant and orient on rules and regulations 4. Issues billing after 5 yrs for renewal of rental	15 mins 10 mins	Revenue Collection Clerk/Clerk Revenue Collection Clerk / Clerk	
	Collection	5. Collect rentals for use of cemetery vaults and lots	5 mins	Revenue Collection Clerk	Official receipt is issued

General Administration	General office administration	<ol style="list-style-type: none"> 1. Posting/recording of collections in respective ledgers 2. Posting/recording of inventory 3. Updating of delinquencies 4. Reading of flowmeter 5. Preparation of NWRB report 6. Preparation of Daily Collection Report 7. Remittance of all collections to the Municipal Treasurer 8. Preparation of monthly/quarterly report 	<p>2 mins</p> <p>2 mins</p> <p>2 mins</p> <p>1 hr</p> <p>1 hr</p> <p>2 hr</p> <p>20 mins</p> <p>1 hr</p>	<p>Revenue Collection Clerk/ Clerk</p> <p>Clerk</p> <p>Administrative Aide I / Clerk</p> <p>Plumbers</p> <p>SEEDO Manager</p> <p>Revenue Collection Clerk</p> <p>Revenue Collection Clerk</p> <p>Revenue Collection Clerk / SEEDO Manager</p>	
	Capability building	<ol style="list-style-type: none"> 1. Conduct of meetings 2. Attendance to meetings of LCE 3. Attendance to trainings 	<p>Weekly or as necessary</p> <p>As required</p>	<p>SEEDO Manager and Staff</p> <p>SEEDO Manager</p> <p>SEEDO Manager and Staff</p>	

EMMA C. BALUYOS

SEEDO Manager