

OFFICE OF THE MAYOR

1. RECEIVING OF / AND RESPONDING TO COMMUNICATIONS AND LETTERS

3. BARANGAY CONCERNS AND REQUESTS

Service:	4. BARANGAY CONCERNS AND REQUESTS			
Brief Description:	Receiving and documenting of Barangay Concerns and Requests.			
Office or Division:	MAYOR'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Individual or Party from the Barangay Concerned			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request / Communication containing the Date, Time, Contact Person, Contact Number, Name of Agency / Department / Office and other essential information regarding the concern One (1) original, One (1) Machine Copy		From the Individual / Agency / Department / Office concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request for an appointment to the Office of the Municipal Mayor.	The authorized staff will receive the documents and forward them to the Secretariat	None	5 minutes	Office Staff (name) (<i>designation/ position</i>)
2. Wait for a call or email response confirming the schedule with the Mayor.	2.The authorized staff will call the client to inform them of the confirmed meeting schedule, which will involve the review, evaluation, and coordination of the request (approval or notation). 2.1. The Mayor's Office staff will update the client on the availability of the Mayor's schedule.	None	2 – 3 Days	Office Staff (name) (<i>designation/ position</i>)
	Total	None	2 to 3 days	
End of transaction				

4. PROCESSING DOCUMENTS FOR MUNICIPAL MAYOR'S SIGNATURE

Service:	PROCESSING DOCUMENTS FOR MUNICIPAL MAYOR'S SIGNATURE			
Brief Description:	The Municipal Mayor, upon request, affixes his signature on public documents that he is legally authorized to sign in his capacity as a public official of the local government.			
Office or Division:	MAYOR'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Departments and offices of the Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) original, One (1) Photocopy of Letter Request / Communication, Transmittal containing essential information regarding the concern.		Individual or Party from the Barangay Concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to the Office of the Municipal Mayor.	1. The authorized staff will received the documents and forward it to proper authorized employee.	None	5 minutes	Office Staff (name) (designation/ position)
2. Wait for the instructions / actions in the Mayor's Office receiving / waiting area	2. Verifies contents, of the documents 2.1 Presents it to the Municipal Mayor for signature.	None	10 minutes	Office Staff (name) (designation/ position) <i>Municipal Mayor</i>
3. Receive the documents	3. Releases the documents and have the receiver sign the logbook for the released documents	None	5 minutes	Office Staff (name) (designation/ position)
	Total	None	20 minutes	
End of transaction				

5. SOLEMNIZATION FOR MARRIAGE (CIVIL WEDDING)

Service:	SOLEMNIZATION FOR MARRIAGE (CIVIL WEDDING)
Brief Description:	The Municipal Mayor, upon request of the contracting parties solemnizes the couple's marriage.
Office or Division:	MAYOR'S OFFICE
Classification:	Simple

Type of Transaction: Who may avail:				
	G2C – Government to Citizens			
Male and Female Couple Applicants who are both of legal age, single, widow/widower; and without legal impediment to enter into marriage, both or either one of the contracting parties a resident of Daraga, Albay.				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
PSA Birth Certificate One (1) original, One (1) Photocopy Marriage License, One (1) original			Philippine Statistics Authority Municipal Civil Registry	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the original copy of Marriage License Office of the Municipal Mayor.	1.1. The authorized staff will evaluate the license and conduct an initial interview regarding the license and their status. 1.2. Ask for the contact details of each couple.	None	5 minutes	Office Staff (name) (designation/ position)
2. Wait for the text or call for the confirmed schedule of the Civil Wedding	2.1. Line-up for the next available schedule. 2.2. Coordinate and inform the client on the available schedule.	None	3 – 5 Working Days	Office Staff (name) (designation/ position)
3. Process the Marriage Contract 5- days before the confirmed civil wedding schedule.	The authorized staff will give an instruction to the client regarding the processing of marriage contract.	None	5 minutes	Office Staff (name) (designation/ position)
4. Wait until the day of Civil Wedding.	4. Inform the client through call or message regarding the restrictions during civil wedding ceremony.	None	5 minutes	Office Staff (name) (designation/ position)
5. Appear 30 minutes earlier before the scheduled Civil Wedding	1. Signing of marriage contract by the couple, witnesses and the Mayor.		1 hour	Office Personnel (name) (designation/ position) <i>Municipal Mayor</i>

	2. The Mayor will perform the solemnization			
End of transaction		Total	None	3 to 5 working days

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the Client Satisfaction Measurement (CSM) form found at the Receiving Area of this office and drop it in the designated drop box.
How feedbacks are processed	<p>Every Friday, the assigned personnel will open the drop box and consolidate the CSM form. Feedbacks requiring response is forwarded to the proper Administrative Division for appropriate action.</p> <p>For inquiries and follow-ups, client may contact the details below:</p>
Contact Information	<p>Website: daraga.gov.ph</p> <p>Facebook page: https://www.facebook.com/daragapio?mibextid=LQQJ4d</p> <p>Telephone number:</p> <p>Email address: officemayors01@gmail.com</p>
How to file a complaint	For walk-in clients: Answer the client Complaint Form found at the receiving area of the office and drop it at the

	<p>designated “Complaints Box” at Daraga Municipal Hall lobby beside the table of the desk officer (DO) of the day.</p> <p>The complaints can also be filed through email at pdodaragalgu@gmail.com</p>
<p>How complaints are processed</p>	<p>The assigned personnel will open emails on a daily basis and will open the drop box and consolidate the complaints forms every Friday. The report from the consolidated complaints will be forwarded to the Office Head, upon evaluation, the Office Head will forward the complaints report to the proper division for appropriate action.</p> <p>The complainant shall be informed of the action through a letter which may be sent through the contact information given/sent by the complainant.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<ul style="list-style-type: none"> ● Anti-Red Tape Authority: Text: 1-2782, 8478-5093 E-mail: complaints@arta.gov.ph ● CSC Contact Center ng Bayan CCB: Text: 0908-881-6565 E-mail: email@contactcenterngbayan.gov.ph ● Presidential Complaints Center: Call: 8888