



MUNICIPAL ECONOMIC DEVELOPMENT OFFICE

MUNICIPAL ECONOMIC ENTERPRISE DEVELOPMENT OFFICE

The Municipal Government of Kalibo takes a great stride of enhancing its economic enterprises for a more effective and efficient service delivery, thus the birth of the Municipal Economic Enterprise Development Office (MEEDO). With about 180 personnel, the MEEDO is composed of the Administrative Division; Market Administration; Cash Division; Tourism and Cultural Affairs Division; Public Affairs, Information and Communication Division; Agricultural Services Division; Transport and Traffic Management Division; and the Building and Grounds Maintenance Division.

The MEEDO is governed by Board of Directors which serves as a policy making body. It formulates policy reforms, programs and projects and recommends probable legislative measures to the Sangguniang Bayan that respond to the continuing and emerging issues and charting future action related to economic enterprises and service delivery.

The enormous duty therefore of leading this office is a gigantic responsibility but with the LGU's human resources who are knowledgeable on their respective fields, the same is taken as a challenge to Public Service Providers on how to better serve the general public and be able to generate more revenues to sustain its operation.

Other than the functional role of the MEEDO, it facilitates the issuance of pertinent permits, clearances, certifications, and endorsements, among others, as well as assists in the execution of Memorandum of Agreement and Contracts relating to its economic enterprises, for the approval of the Local Chief Executive. Further, with its proprietary function, it has also the responsibility of promoting, advertising and marketing its products and services.

A. Incoming / Outgoing Communications / Including Orders

HOW TO AVAIL OF THE SERVICE

STEPS	PERIOD TO COVER	PERSON TO APPROACH
1. Communication/Document is received and recorded and forwarded the same to the Department Head/Administrative Aide I for reference	3 minutes	Maricel T. Maribojo Administrative Aide I
2. DH/MGAD Head verifies and evaluates communication/document for appropriate action	3-5 minutes	Jennifer F. Policarpio Mun. Gov't. Asst. Dept. Head
3. Draft/prepares the necessary reply and/or endorsement to concerned office/employee under the MEEDO	15 minutes	Maricel T. Maribojo
4. Signing and releasing of document	2 minutes	Engr. Jessie C. Fegarido Mun. Gov't. Dept. Head I Hon. William S. Lachica Municipal Mayor

Approximate Processing Time: 25 minutes



B. Procedure for payment of administrative fines for Municipal Ordinance No. 2009-004

ABOUT THE PROCEDURE

This is the procedure to be observed in the settlement of administrative fines for violators of Municipal Ordinance No. 2009-004.

FEE

Fee varies depending on the nature of offense committed

REQUIREMENTS

Option 1 (Payment)

- Copy of Environmental Citation Ticket
- Order of Payment
- Official Receipt of Payment Made

Option 2 (Community Service)

- Copy of Environmental Citation Ticket
- Certificate of Penalty Served duly signed by authorized signatory

HOW TO AVAIL OF THE SERVICE

STEPS	PERIOD TO COVER	PERSON TO APPROACH
Option 1: Payment of Fine 1. Report to Solid Waste Management Services (SWMS)	Within three (3) days upon apprehension	Josephine P. Quitoviera Laborer I Cecil Gee T. Tarantan Public Services Assistant Oscar Vicente R. Ureta Administrative Aide VI
2. Secure Order of Payment of the charged Administrative Fine according to the nature of offense (based on the Environmental Citation Ticket (ECT) issued)	3-5 Minutes	Josephine P. Quitoviera Cecil Gee T. Tarantan Oscar Vicente R. Ureta
3. Go to the Municipal Treasurer's Office for the payment of fine (Window 10)		Emelyn R. Maquidato Revenue Collection Clerk II Vivien Y. Briones Revenue Collection Clerk I
4. Submit the Official Report (OR) to SWMS for clearance and documentation	3 Minutes	Josephine P. Quitoviera Cecil Gee T. Tarantan Oscar Vicente R. Ureta
Option 2: Render Community Service		
1. Report to SWMS for proper orientation on LGU Kalibo's Solid Waste Management Program and Instruction for the community service	Within three (3) days upon apprehension 30 Minutes	Josephine P. Quitoviera Cecil Gee T. Tarantan Oscar Vicente R. Ureta
2. Render Community Service	Period to Cover would vary depending on the nature of offense	SWMS Enforcers



3. Secure Clearance and Certificate of Penalty Served	3-5 Minutes	Josephine P. Quitoviera Cecil Gee T. Tarantan Oscar Vicente R. Ureta
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Approximate Processing Time: 45 minutes

C. Products and Services Offered

Special Trip for SW Collection
Rental of Vehicle/Equipment
Sale of Bio-Compost

FEE

Tipping/Dumping Fee – depending on the volume of waste

Special Trip for SW Collection – P 200.00/trip

Rental of Vehicle/Equipment

Mini Dump Truck	-	200.00/hour
6 Wheeler Dump Truck	-	500.00/hour
Bulldozer	-	1,500.00/hour
Motor Grader	-	850.00/hour
Prime Mover with Trailer	-	1,000.00/hour
Backhoe (Hydraulic Excavator)	-	2,500.00/hour
Payloader	-	1,500.00/hour
Concrete Mixer	-	150.00/hour
Concrete Cutter	-	150.00/hour
Plate Compactor	-	100.00/hour
Jack Hammer (Portable)	-	300.00/hour
Welding Machine	-	200.00/hour
Sale of : Bio Compost	-	5.00/kgs.
Manure	-	2.00/kgs.

HOW TO AVAIL OF THE SERVICE

STEPS	PERIOD TO COVER	PERSON TO APPROACH
1. Client Requests for Desired Service/s*		
2. SWMS personnel evaluates/assesses the requested services	3 – 5 minutes	Josephine P. Quitoviera Laborer I Cecil Gee T. Tarantan Public Services Assistant Oscar Vicente R. Ureta Administrative Aide VI
3. SWMS prepares order of payment for services requested	3 minutes	Josephine P. Quitoviera Cecil Gee T. Tarantan Oscar Vicente R. Ureta
4. Client pays corresponding amount to treasurer's office and presents official receipt (or) to SWMS	5 minutes	Emelyn R. Maquidato Revenue Collection Clerk II Vivien Y. Briones Revenue Collection Clerk I
5. SWMS Personnel Approves Request/s and Issues Action Slip	2 minutes	Adorada T. Reynaldo Public Services Officer II



6. SWMS Personnel records the transaction and schedules/arranges/facilitate the requested services	3-5 minutes	Josephine P. Quitoviera Cecil Gee T. Tarantan Oscar Vicente R. Ureta
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Approximate Processing Time: 20 minutes

D. Processing of Contract for Honeycomb Niche

FEE

Honeycomb niche fee - P1,500.00 rental for Five (5) years
or - 100.00 (for indigents)

REQUIREMENT

- Death Certificate
- Certificate of Indigency from Barangay Captain
- Certificate of Indigency from MSWD
- Official Receipt

HOW TO AVAIL OF THE SERVICE

STEPS	PERIOD TO COVER	PERSON TO APPROACH
1. Client requests for honeycomb niche at the MEEDO-Building and Grounds Maintenance Division-Grounds and Parks Administration section; GPAS staff checks with Cemetery Caretaker for the availability of vacant niche	5 minutes	Aina T. Belarmino Public Services Assistant
2. Cemetery Caretaker identifies vacant niche	5 minutes	Marino R. Fernandez Cemetery Caretaker
3. GPAS staff interviews client and prepares application form, then issues Order of Payment If client is indigent – secures Certification on Indigency from Barangay, Municipal Social Welfare and Development Office, and the Municipal Assessor's Office	10 minutes	Aina T. Belarmino
4. Client pays at the Municipal Treasurer's Office	5 minutes	Emelyn R. Maquidato Revenue Collection Clerk II Vivien Y. Briones Revenue Collection Clerk I
5. Client presents Official Receipt to MEEDO-GPAS Staff for preparation of Contract for Honeycomb Niche	15 minutes	Aina T. Belarmino Cris L. Ycay Public Services Officer
6. Signing for approval and releasing of Contract	5 minutes	William S. Lachica Municipal Mayor Fritzie Anne I. Pamplona Administrative Assistant II

Approximate Processing Time: 45 minutes



E. Processing of Permit to Utilize Parks, Functions Halls and Exhibit Area (Trade Fair)

REQUIREMENT

- Letter Request address to Municipal Mayor
- Official Receipt

FEE

- Magsaysay Park P 500/day
- Pastrana Park 500/day
- 2nd Floor, Function Hall 3,500.00/8 hrs. (Aircon); 3,000.00/8 hrs. (Non Aircon)
- 3rd Floor, Function Hall 4,000.00/8 hrs. (Aircon); 3,500.00/8 hrs. (Non Aircon)
- Exhibit Area (Plaza) 800/day or 150.00/hour

HOW TO AVAIL OF THE SERVICE

STEPS	PERIOD TO COVER	PERSON TO APPROACH
1. Client submits letter-request addressed to the Local Chief Executive/MEEDO Head for evaluation. If approved, the letter request is noted "OK for payment" If disapproved, letter response is prepared	15 minutes	Office of the Mayor
2. Office of the Mayor endorses the approved request to MEEDO-Admin. for reservation and issuance of Order Of Payment	15 minutes	Maricel T. Maribojo Administrative Aide I
3. Client pays fees at the Municipal Treasurer's Office - Business Tax and Fees Division	5 minutes	Emelyn R. Maquidato Revenue Collection Clerk II Vivien Y. Briones Revenue Collection Clerk I
4. Client presents Official Receipt to the MEEDO-GPAS Staff for the preparation of Contract/Permit	15 minutes	Aina T. Belarmino Public Services Assistant Cris L. Ycay Public Services Officer I
5. Signing for approval and Releasing of Permit	5 minutes	William S. Lachica Municipal Mayor Fritzie Anne I. Pamplona Administrative Assistant II

Approximate Processing Time: 55 minutes



F. Radio Public Service Announcement

Community Broadcast Information System (CBIS) 98.5 Hot Fm DYYM Katribu Radyo

HOW TO AVAIL OF THE SERVICE

STEPS	PERIOD TO COVER	PERSON TO APPROACH
1. Client requests for Public Service Announcement and presents detailed information. For obituary, submits photocopy of Death Certificate	5 minutes	Rosario R. Fernandez Administrative Assistant II Victor F. Martinez Communication Equipment Operator I
2. PAICD staff verifies information submitted and content of the announcement is finalized.	2 minutes	
3. Public Service Announcement is aired	1 minute	Ron N. Bautista Community Affairs Officer II Doniel B. Aguirre Communication Equipt. Ope. I

Approximate Processing Time: 8 minutes

G. Radio Advertisement & Commercial Plugs

Community Broadcast Information System (CBIS) 98.5 Hot Fm DYYM Katribu Radyo

FEES

Commercial loading

15 seconds	P	30.00
30 seconds	P	50.00
45 seconds	P	70.00
60 seconds	P	90.00

Song Sponsorship and Events

P 75.00

Block Time Program

P 2,000.00/hour

One Month Packages

Two 30 seconds commercial/day (Mon.- Sat.)	P	2,000.00
Two Song Sponsorship /day (Mon.- Sat. and Two 30 seconds Commercial)	P	2,500.00
Two Song sponsorship on local news	P	3,000.00
Time Checks (three time checks/day)	P	1,000.00

HOW TO AVAIL OF THE SERVICE

STEPS	PERIOD TO COVER	PERSON TO APPROACH
1. Client inquires about advertising rates at the Public Affairs Information and Assistance Division (PAIAD)-Community Broadcast Information System (CBIS)	5 minutes	Ron N. Bautista Community Affairs Officer II Rosario R. Fernandez Administrative Assistant II



2. Advertising rate is presented; once an agreement is reached, client signs the contract and receives order of payment.	10 minutes	Rosario R. Fernandez
3. Client proceeds to MTO for payment	2 minutes	Emelyn R. Maquidato Revenue Collection Clerk II Vivien Y. Briones Revenue Collection Clerk I
4. Client presents Official Receipt to PAICD staff and receives a copy of the contract; he/she submits script or pre-recorded radio ad for airing.	2 minutes	Rosario R. Fernandez
5. Production of advertising plug if script is submitted	30 minutes	IT Personnel
6. Advertisement is aired and monitored		

Approximate Processing Time: 50 minutes

H. Space Advertisement Service Fee/Streamering

FEES

Space/Area along island of D. Maagma-Lamp Post

2' X 3' - P 25.00/day

Not more than 2' X 9' - 35.00/day

More than 2' X 9' - 50.00/day

Space/ area along island of Roxas Avenue-Lamp Post

2' X 4' - P 30.00/day

Not more than 2' X 8' - 45.00/day

More than 2' X 8' - 50.00/day

Space/Area at KPM - 35.00/square foot/day of fraction thereof

Space/Area at Magsaysay Park (fence) 25.00/square foot/day of fraction thereof

Other Space Managed by the Mun. Gov't. 25.00/square foot/day of fraction thereof

HOW TO AVAIL OF THE SERVICE

STEPS	PERIOD TO COVER	PERSON TO APPROACH
1. Client submits letter-request addressed to the Local Chief Executive/MEEDO Head for evaluation	15 minutes	Office of the Mayor
2. Office of the Mayor endorses the approved request to MEEDO-Admin. for assessment and the preparation of Order of Payment.	10 minutes	Maricel T. Maribojo Administrative Aide I
3. Client pays fees at the Municipal Treasurer's Office and presents the same to the MEEDO	5 minutes	Emelyn R. Maquidato Revenue Collection Clerk II Vivien Y. Briones Revenue Collection Clerk I



4. Preparation of Permit	5 minutes	Maricel T. Maribojo
5. Signing for approval and Releasing of Permit	5 minutes	William S. Lachica Municipal Mayor Fritzie Anne I. Pamplona Administrative Assistant II

Approximate Processing Time: 40 minutes

I. Internet Service

HOW TO AVAIL OF THE SERVICE

STEPS	PERIOD TO COVER	PERSON TO APPROACH
1. Client inquires/requests for internet service connection	2 minutes	Aiza Marie B. Arriola Information Systems Analyst I Edmond P. Sarabia Computer Programmer I Nelma R. Quimpo Computer Operator I Perilyn A. Roto Administrative Aide II Mark R. Rebaldo Audio Visual Aide Technician
2. Client proceeds to MTO for payment	5 minutes	Emelyn R. Maquidato Revenue Collection Clerk II Vivien Y. Briones Revenue Collection Clerk I
3. Client presents Official Receipt to ITSS Personnel	2 minutes	Aiza Marie B. Arriola Edmond P. Sarabia Nelma R. Quimpo Perilyn A. Roto Mark R. Rebaldo
4. Client avails internet service	5 minutes	

Approximate Processing Time: 14 minutes



J. Computer Services

FEES

- Scanning - P 10.00full page; P 5.00 half page
- Typing - P 15.00/hour
- Printing - Text Only – P 4.00-5.00/page (short-long bond paper)
- Black graphics and colored (text only) – P 8.00-10.00 (short-long bond paper)
- Colored Graphics – P 15.00-18.00 (short-long bond paper)
- Data CD Writing/Burning- P 50.00/CD

HOW TO AVAIL OF THE SERVICE

STEPS	PERIOD TO COVER	PERSON TO APPROACH
1. Client inquires/requests for computer services: Scanning/typing/printing or CD writing/burning	2 minutes	Perilyn A. Roto Administrative Aide II Mark R. Rebaldo Audio Visual Aide Technician
2. Client proceeds to MTO for payment	5 minutes	Emelyn R. Maquidato Revenue Collection Clerk II Vivien Y. Briones Revenue Collection Clerk I
3. Client presents Official Receipt to ITSS Personnel	2 minutes	Perilyn A. Roto Mark R. Rebaldo
4. Client avails computer services		

Approximate Processing Time: 9 minutes

K. Stall Rental and other Fees for MEEDO

HOW TO AVAIL OF THE SERVICE

STEPS	PERIOD TO COVER	PERSON TO APPROACH
1. Client presents order of payment issued by concerned office/agency for reference of personnel in charge	2 minutes	Emelyn R. Maquidato Revenue Collection Clerk II Vivien Y. Briones Revenue Collection Clerk I
2. Post Payment	2 minutes	Miramina N. Mationg Revenue Collection Clerk III Femarie E. Gustilo Administrative Aide I
3. Releasing of Official Receipt to client	1 minutes	Emelyn R. Maquidato Vivien Y. Briones

Approximate Processing Time: 5 minutes

Note: Approximate processing time may vary depending on the volume of clients' transaction



K. Issuance/Renewal/Transfer of Registration of Fishing Boat and Fishing Gear

☑ FEES

Fees vary according to tonnage capacity of fishing boat, type of fishing gear and the fishery zone area awarded to the proponent of the project within the municipal waters of Kalibo.

☑ REQUIREMENTS:

- Letter of Intent
- Latest Community Tax Certificate (Cedula)
- Barangay Certification as to the following:
 - √ residency
 - √ status of ownership of fishing boat and/or fishing gear
- Name of Fishing Boat Operator and list of its Crew or Fish workers
- Police Clearance for Fishing Boat which should not exceed three (3) tons capacity and engine legal status
- Previously approved Registration

☑ HOW TO AVAIL OF THE SERVICE

STEPS	PERIOD TO COVER	PERSON TO APPROACH
1. Client submits requirements and fills-in application for registration. Agricultural Technologist (AT) evaluates application, issues Order of Payment and refers client to the One-Stop-Shop, Municipal Treasurer's Office (MTO), and the Office of the Municipal Planning and Development Coordinator (OMPDC), if needed.	10 minutes	Primo I. Ebesate, Jr. Municipal Agricultural Officer Ben V. Regalado Utility Worker Blaise M. Malihan Joanne O. Brunio Maria Ashera P. Peralta Admin. Aide
2. Client proceeds to One-Stop-Shop for the processing of Occupational Permit and Health Certificate.		BPLD- One-Stop-Shop Staff
3. In case of application for Fishery Zone, client goes to the OMPDC for the issuance of Zoning Certificate and Order of Payment.		OMPDC Staff
4. Client pays fees at the MTO.		Emelyn R. Maquidato Revenue Collection Clerk II Vivien Y. Briones Revenue Collection Clerk I
5. Client presents proof of payment to AT for the preparation of Registration Certificate and Fishing Permit and conducts orientation on Coastal Resource Management (CRM).	30 minutes	Primo I. Ebesate, Jr. Municipal Agricultural Officer Ben V. Regalado Utility Worker I Joanne O. Brunio Blaise M. Malihan Maria Ashera P. Peralta Admin. Aide
6. Mayor/Authorized Representative approves Registration Certificate/Fishing Permit		William S. Lachica Municipal Mayor or Authorized Representative



7. Agricultural Services Division staff records the transaction and releases the Certificate/Permit.	2 minutes	Ben V. Regalado Utility Worker I Blaise M. Malihan Maria Ashera P. Peralta Joanne O. Brunio Admin. Aide
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Approximate Processing Time: 45 minutes

L. Anti-Rabies Vaccination and Registration of Pets

FEE

- P 150.00 – including cost of vaccine, tag and registration

REQUIREMENT

- Data of pets to be vaccinated

HOW TO AVAIL OF THE SERVICE

STEPS	PERIOD TO COVER	PERSON TO APPROACH
Walk-In Client Pet owner brings pet to the Agricultural Services Division (ASD) office for vaccination registration, tagging, updating of records, collects fees and informs client as to the next dose of vaccination	10 minutes	Dr. Janna Rose F. Meñez Veterinarian I Jimmy T. Pagayonan Agriculturist I
Out-Reach Vaccination 1. ASD coordinates with the barangay officials as to the schedule of vaccination program in addition to radio announcements.		Jesily R. De Pedro Evelyn S. Sioco Perfecto R. Belarmino Uriel M. Las Piñas
2. Agricultural Technologists (AT) conduct field vaccination as scheduled registration, tagging, updating of records, issue receipts for fees collected and inform pet owners for the next dose of vaccination	10 minutes	AT-Livestock
Home Service 1. Client may request service through phone call or personal request at the ASD office for scheduling.	2 minutes	
2. AT's conducts home service for pet vaccination registration, tagging, updating of records, issues Official Receipt for fee collected and informs pet owner as to the next dose of vaccination.	10 minutes	

Approximate Processing Time: Time varies according to nature of service.



M. Slaughtering Service

ABOUT THE SERVICE

This service is in compliance to Article B, Section 5, paragraph 4, sub-paragraph (a) of the Revised Municipal Revenue Code, Series of 1995 that slaughtering of any kind of animals intended for sale shall be done only at the Municipal Slaughterhouse located at Barangay Tinigaw, Kalibo, Aklan. Violation of the provision shall be punished by a fine of not less than Five Hundred Pesos (P 500.00), but not exceeding One Thousand Pesos (P 1,000.00), or imprisonment of not less that one (1) month but not exceeding six (6) months or both at the discretion of the court (Art. B, Section B. OT) (RRC Series of 1991).

REQUIREMENTS

For Large Ruminants, Cattle & Carabao

- Certificate of Ownership (Credential) or proof of ownership of animals to be slaughtered
- Certificate of Transfer
- Certification from the Barangay Captain as to the ownership prior to registration

Small Ruminants & Swine

- Shipping Permit (if the livestock is from other provinces)

FEES

	Slaughter Fee	Corral Fee	Slaughter Permit Fee (SPF)	Market Entrance Fee	Ante Mortem Inspection Fee	Post Mortem Inspection Fee
Carabeef	.60/kilo	P15/head	P17.50/head	P.90/kilo	P 6.00/head	P.12/kilo
Cowbeef	.60/kilo	15/head	17.50/head	.90/kilo	6.00/head	.12/kilo
Horsebeef	.60/kilo	15/head	17.50/head	.90/kilo	6.00/head	.12/kilo
Hogs	.36/kilo	10/head	7.20/head	.36/kilo	2.40/head	.12/kilo
Goat	.24/kilo	10/head	6.40/head	.36/kilo	2.40/head	.12/kilo

HOW TO AVAIL OF THE SERVICE

STEPS	PERIOD TO COVER	PERSON TO APPROACH
1. Client submits required documents to Slaughterhouse staff for verification and ante mortem inspection of animals.	2 minutes	Abel E. Policarpio Market Supervisor III – OIC Glenn M. Carlos Meat Inspector III Al R. Castro AT-Meat Inspector designate Marrieta R. Macali Admin Aide I Joan Mendoza Administrative Aide
2. Slaughterhouse staff receives animals for safe keeping at the corral.	2 minutes	
3. Slaughtering of animals by licensed butchers from 1 A.M. to 10 A. M. daily with the supervision of Meat Inspectors.		
4. Slaughterhouse staff conducts post mortem inspection and branding of meat products.	2 minutes	Al R. Castro Glenn M. Carlos Roberto Celo
5. Client pays fees due.	2 minutes	MTO staff assigned at the Slaughterhouse



2. Releasing of meat products <i>start at 4:30 A.M.</i>	2 minutes	Al R. Castro Glenn M. Carlos Robert S. Celo Marrieta R. Macali Joan Mendoza
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Approximate Processing Time : 10 minutes

N. Accommodation

ROOM RATES

ECONOMY DOUBLE ROOM – P840.00	TRIPLE DE LUXE ROOM – P1,080.00
ECONOMY TRIPLE ROOM – P960.00	FAMILY ROOM – P1,440.00
TRIPLE DE LUXE ROOM – P1,080.00	FAMILY SUITE ROOM – P1,800.00
EXTRA PERSON – P200.00	
EXTRA BED – P300.00	

HOW TO AVAIL OF THE SERVICE

<u>ROOM BOOKING & RESERVATION PROCESS</u>		
STEPS	PERIOD TO COVER	PERSON TO APPROACH
FOR PHONE & WALK-IN CLIENTS 1. Inquire for room types & rates	1 – 2 minutes	Any from the following person based on the 24hr schedule: Ma. Cecilia M. Calizo Tourism Operations Officer I Raphel R. Juanico Administrative Aide III Annielyn D. Martin Administrative Aide I Joyce B. Reynaldo Revenue Collection Clerk I Domingo V. Melgar, Jr. Reproduction Machine Ope. I Bonnie A. Roldan Utility Worker II Charlyn Masangcay Administrative Aide Joylyn Zaballero Administrative Aide
2. Select a room, confirm booking & reservation by making a down payment and email a copy of transaction slip	Within 24 hours	Any from the following person based on the 24hr schedule: Ma. Cecilia M. Calizo Raphel R. Juanico Annielyn D. Martin Joyce B. Reynaldo Domingo V. Melgar, Jr. Bonnie A. Roldan Charlyn Masangcay Joylyn Zaballero



<p>FOR ONLINE CLIENTS</p> <p>1. Check room types and rates at ACIs Facebook Page and make booking by sending a private message or e-mail</p>	<p>1 – 5 minutes</p>	<p>Any from the following person based on the 24hr schedule: Ma. Cecilia M. Calizo Raphel R. Juanico Annielyn D. Martin Joyce B. Reynaldo Domingo V. Melgar, Jr. Bonnie A. Roldan Charlyn Masangcay Joylyn Zaballero</p>
<p>2. Select a room, confirm booking & reservation by making a down payment and email copy of transact slip</p>	<p>Within 24 hours</p>	<p>Any from the following person based on the 24hr schedule: Ma. Cecilia M. Calizo Raphel R. Juanico Annielyn D. Martin Joyce B. Reynaldo Domingo V. Melgar, Jr. Bonnie A. Roldan Charlyn Masangcay Joylyn Zaballero</p>

Approximate Processing Time: 2 to 5 minutes

<p style="text-align: center;"><u>CHECK – IN PROCESS</u></p>		
<p style="text-align: center;">STEPS</p>	<p style="text-align: center;">PERIOD TO COVER</p>	<p style="text-align: center;">PERSON TO APPROACH</p>
<p>TO CLIENTS WITH ROOM BOOKING/RESERVATION</p> <p>1. Inform front desk about booking, provide identification card for name confirmation</p>	<p>1 minute</p>	<p>Any from the following person based on the 24hr schedule: Ma. Cecilia M. Calizo Raphel R. Juanico Annielyn D. Martin Joyce B. Reynaldo Domingo V. Melgar, Jr. Bonnie A. Roldan Charlyn Masangcay Joylyn Zaballero</p>
<p>2. Fill up guest’s registration form</p>	<p>1 to 2 minutes</p>	<p>Any from the following person based on the 24hr schedule: Ma. Cecilia M. Calizo Raphel R. Juanico Annielyn D. Martin Joyce B. Reynaldo Domingo V. Melgar, Jr. Bonnie A. Roldan Charlyn Masangcay Joylyn Zaballero</p>



3. Payment & Issuance of Official Receipt	1 to 2 minutes	Any from the following person based on the 24hr schedule: Ma. Cecilia M. Calizo Raphel R. Juanico Annielyn D. Martin Joyce B. Reynaldo Domingo V. Megar, Jr. Bonnie A. Roldan Charlyn Masangcay Joylyn Zaballero
4. Assists guest/s going to their room	1 to 2 minutes	Any from the following person based on the 24hr schedule: Ma. Cecilia M. Calizo Raphel R. Juanico Annielyn D. Martin Joyce B. Reynaldo Domingo V. Melgar, Jr. Bonnie A. Roldan Charlyn Masangcay Joylyn Zaballero
TO WALK-IN CLIENTS		
1. Inquire for room types & rates	1 to 3 minutes	Any from the following person based on the 24hr schedule: Ma. Cecilia M. Calizo Raphel R. Juanico Annielyn D. Martin Joyce B. Reynaldo Domingo V. Melgar, Jr. Bonnie A. Roldan Charlyn Masangcay Joylyn Zaballero
2. Fill up guest's registration form	1 to 2 minutes	Any from the following person based on the 24hr schedule: Ma. Cecilia M. Calizo Raphel R. Juanico Annielyn D. Martin Joyce B. Reynaldo Domingo V. Melgar, Jr. Bonnie A. Roldan Charlyn Masangcay Joylyn Zaballero
3. Payment & Issuance of Official Receipt	1 to 2 minutes	Any from the following person based on the 24hr schedule: Joyce B. Reynaldo Domingo V. Melgar, Jr.
4. Assists guest/s going to their room	1 to 2 minutes	Any from the following person based on the 24hr schedule: Clark Gonzales



		Administrative Aide I Bonnie Roldan Dave Villanueva Administrative Aide I Cherry Mae Advincula Administrative Aide I Amie Anario Administrative Aide I Jessie Mae Policarpio Administrative Aide I Jovenni Nalangan Administrative Aide I
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Approximate Processing Time: 7 to 9 minutes

<u>CHECK - OUT PROCESS</u>		
STEPS	PERIOD TO COVER	PERSON TO APPROACH
1. Approach front desk for check-out and ask for billing of additional products & services availed, if there's any	1 to 3 minutes	Any from the following person based on the 24hr schedule: Ma. Cecilia M. Calizo Raphel R. Juanico Annielyn D. Martin Joyce B. Reynaldo Domingo V. Melgar, Jr. Bonnie A. Roldan Charlyn Masangcay Joylyn Zaballero
2. Guest/s are required to stay until their room has been checked	1 - 3 minutes	Any from the following person based on the 24hr schedule: Clark Gonzales Bonnie Roldan Dave Villanueva Cherry Mae Advincula Amie Anario Jessie Mae Policarpio Jovenni Nalangan

Approximate Processing Time: 6 minutes



O. Function Hall Rental (Kalibo County Inn)

FUNCTION HALL RATES

AIRCONDITIONED
P5,000.00 per eight (8) hours

NON-AIRCONDITIONED
P3,500.00 per eight (8) hours

HOW TO AVAIL OF THE SERVICE

FUNCTION HALL BOOKING & RESERVATION PROCESS		
STEPS	PERIOD TO COVER	PERSON TO APPROACH
FOR PHONE & WALK-IN CLIENTS 1. Inquire for rates and availability of the hall on the date desired	1 to 2 minutes	Any from the following person based on the 24hr schedule: Ma. Cecilia M. Calizo Raphel R. Juanico Annielyn D. Martin Joyce B. Reynaldo Domingo V. Megar, Jr. Bonnie A. Roldan Charlyn Masangcay Joylyn Zaballero
3. Fill-up an application form to confirm booking and discuss the usage agreement	2 to 5 minutes	Ma. Cecilia M. Calizo Raphel R. Juanico
4. Payment and Issuance of Official Receipt	1 to 2 minutes	Any from the following person based on the 24hr schedule: Joyce B. Reynaldo Domingo V. Melgar, Jr.

Approximate Processing Time: 10 minutes



SERVICE STANDARDS

- ✦ Extend warm hospitality and friendly smile to clientele;
- ✦ Act upon the concerns of clients within a reasonable period of time (within the maximum time allotted);
- ✦ Answer queries with utmost courtesy; On telephone calls, observe proper etiquette – have the same answered politely within two (2) rings;
- ✦ Observe proper wearing of prescribed office uniform and during free day, ensure that the Municipal Dress Code and other relevant laws are adhered to;
- ✦ Provide comfortable lounge/area with reading materials;
- ✦ Ensure the maintenance of cleanliness and orderliness of the working environment;
- ✦ Ensure client satisfaction thru effective and efficient service and without delays;
- ✦ Exemplify the highest degree of professionalism and service delivery excellence in the day to day office operation.

PERFORMANCE PLEDGE

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We, in the Municipal Economic Enterprise Development Office, pledge and commit ourselves to extend warm hospitality with a friendly smile to clientele, acting upon their concerns within a reasonable period of time; to see to it that their queries, whether personal or thru other mode of communication such as telephone, are answered with utmost courtesy and ensuring further that their needs are duly addressed; that wearing of the prescribed uniform is properly observed; that while in the clients lounge, informative reading materials will be made available to them, in a properly maintained working environment; and as Public Service Providers, have to ascertain client satisfaction by extending to them prompt, effective and efficient service, exemplifying the highest degree of professionalism and excellence of service delivery in the day to day operation.